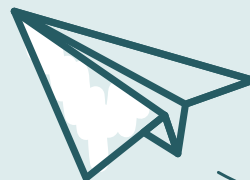




# 2025 Impact Report

Reimagining Pediatric Health Care for Children with Special Health Care Needs and Delivering Measurable Impact for Our Partners



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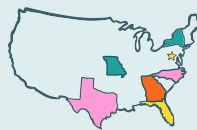
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## AT A GLANCE

Delivering measurable impact for our partners and children with special health care needs and their families.



**70,000+**  
children with special  
health care needs served



**7 States**  
serving patients  
and growing



**8,350**  
additional Safe Days  
at Home delivered over  
an 18-month period



**24%**  
decrease in APK (Admissions Per  
Thousand) in 12 months following  
enrollment with Imagine Pediatrics



**\$65M**  
in savings for health  
plan partners in 2024



**+86**  
Net Promoter Score from patients  
and caregivers reflecting family  
trust and satisfaction



**5,000+**  
avoided emergency or urgent  
care visits (80% with no acute  
care needed within 30 days) in  
just over two years



**300,000**  
virtual, digital, and in-home  
encounters in just over two years

## A LETTER FROM OUR CEO, GEORGE BOGHOS

2025 was a year of remarkable progress – for our teams, our partners, and the children and families who inspire everything we do. Behind every data point in this report is a child who spent more time at home, a caregiver who felt less alone, and a community that's stronger because care reached the child and their family when and where it was needed.

Over the past year, we expanded our reach and forged new partnerships with leading health plans to bring personalized care supported by integrated medical, behavioral, and social services to tens of thousands of more families. Since we began caring for patients in 2023, our interdisciplinary care teams have delivered more than 300,000 virtual, digital, and in-home encounters – transforming what's possible for children with special health care needs and their caregivers. This year also brought meaningful recognition of our team's work, including receiving the 2025 HLTH Kid's Health Best in Class Award, which honored our 24/7 virtual and in-home care model and our commitment to children and families.

The results speak for themselves: 8,350 additional Safe Days at Home, a 24% decrease in APK and a 16% decrease in EPK, and family satisfaction scores that remain among the highest in health care. Each of these achievements represents a moment of stability for a family and a tangible step toward the world we envision – one where every child with special health care needs gets the care and support they deserve.

As we look ahead to 2026, we're focused on scaling our impact even further – extending our reach to new states, deepening our collaboration with health plans and providers, and investing in family-centered care innovation that's making a measurable and meaningful difference for the children we serve. Our momentum this year was strengthened by raising \$67 million in Series B funding, which will accelerate our national expansion, enhance our technology platform, and fuel clinical innovation designed to close persistent care gaps and expand access to personalized and specialized pediatric care.

To the families who trust us, the partners who believe in us, and the clinicians and staff who make this mission real every day – thank you. We're delivering on our mission as we reimagine pediatric health care together with our partners, so we can deliver measurable impact and more Safe Days at Home for children and families across the nation.



A handwritten signature in black ink, appearing to read 'Geo Boghos', with a long horizontal flourish extending to the right.

George Boghos, CEO  
Imagine Pediatrics

## WHO WE ARE & WHY WE EXIST

### A New Vision for Pediatric Care

Every day, millions of children with special health care needs and their families navigate a healthcare system that wasn't built for them. Care is often fragmented across multiple providers and points of care, and families are left to navigate complex medical, behavioral, and social needs on their own. For many, that means sleepless nights, avoidable crises, and unnecessary hospital visits – sometimes because care isn't accessible, and often because it simply isn't integrated.

Imagine Pediatrics was founded to change that reality. Our vision is simple yet transformative: to create a world where every child with special health care needs gets the care and support they deserve. We're delivering integrated, technology-enabled pediatric care that keeps families supported around the clock and has a meaningful impact on their lives every day.

## Reimagining pediatric health care. Together.

Imagine Pediatrics delivers 24/7, integrated medical, behavioral, and social care so children with special health care needs can experience more Safe Days at Home.



## OUR CORE VALUES

### Children First

We put the best interests of children above all. We are uncompromising in our commitment to improving the lives of children and families by bringing the best care to them.

### Earn Trust

We cherish the trusting relationships we build with the children and families we serve, our partners, and each other. We seek first to understand and speak honestly.

### Innovate Today

We refuse to accept the way things have always been done. Children and families are waiting for our help, and their bravery demands that we relentlessly challenge assumptions to develop new approaches.

### Embrace Humanity

We lead with empathy and authenticity, presuming competence and good intentions. When we stumble, we use the opportunity to learn and grow stronger.

### One Team, Diverse Perspectives

We work alongside families as one team towards a shared purpose. We champion diversity and acknowledge the contributions of others.

## COMPANY SNAPSHOT

Providing integrated medical, behavioral, and social care – including tailored services like palliative care, nutrition, and pharmacy.



**2022** Imagine Pediatrics was founded in 2022



**500+** Team members



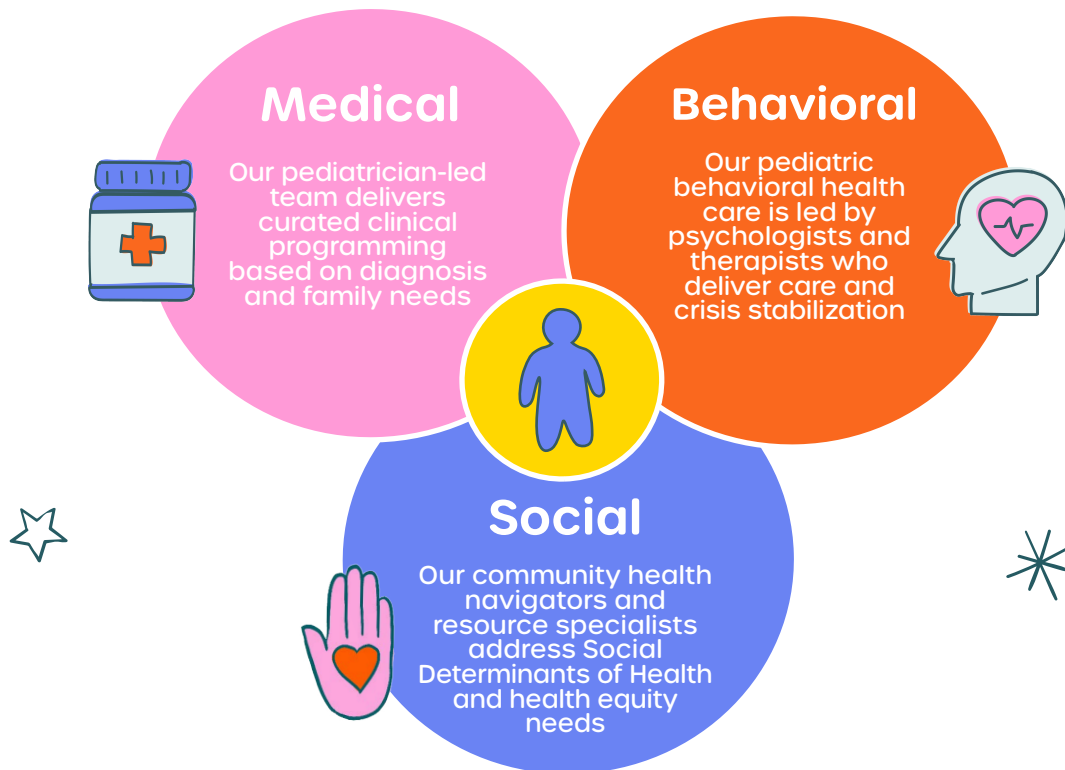
**70,000+** children with special health care needs served



**7** states serving patients and growing

## Our Integrated Care Model

Every child is empaneled to an interdisciplinary team that delivers 24/7 personalized longitudinal care, addressing both proactive and acute needs virtually and in-home.



“Imagine Pediatrics is committed to improving outcomes and improving quality. Our care model gives us the additional time to spend to get to know these families, to be able to truly identify what their needs are and put our care teams at the center with the family, wrapping around them with what they need at the right time.”

-Patricia Hayes, M.D. Chief Medical Officer



## THE CHALLENGE

# Understanding the Challenges Families Face

Across the United States, millions of children with special health care needs rely on a system that struggles to meet them where they are, with the care they need. Care is often inaccessible or fragmented between multiple providers and programs, leaving families to navigate complex medical, behavioral, and social needs on their own. For many, even routine appointments or medication refills can become overwhelming – especially when access, information, and support aren't connected.

## THE NUMBERS BEHIND THE CHALLENGE



**1 in 5 children** in the U.S. has a special health care need – representing nearly **14.5 million children**.



By age 18, **3 in 5 U.S. children** have been enrolled in Medicaid or the Children's Health Insurance Program (CHIP), and **2 in 5** have experienced a period of being uninsured.



**Children with special health care needs** account for roughly **half of all pediatric healthcare spending**.



Among families with **children who are Medicaid-eligible**, **21.8%** report needing extra help coordinating care – and **23.1%** of them never receive it.



Within that group, children with medical complexity – **about 6% of the pediatric population** – drive nearly **40% of total pediatric spending**.



**35.9% of families that are Medicaid-eligible** report cost-related barriers to getting needed services.



**More than 40% of caregivers** spend time each week coordinating their child's care.



**More than one-third** of families of children with special health care needs report barriers to accessing the integrated medical, behavioral, and social services their children require.

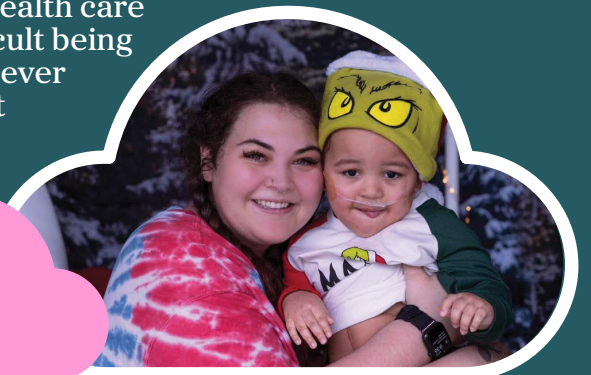


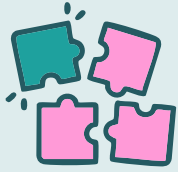
Children with special health care needs are **nearly 4x more likely** to experience unmet health care needs than their peers.



“It’s extremely hard being a caregiver of a child with special health care needs. We don’t know what each day holds and it’s really difficult being a single mom and not having that other brain to tap into whenever you’re feeling overwhelmed. Imagine Pediatrics has been that second brain for me, whether it’s talking me through a possible 911 call, being on the phone with me while I’m driving to the hospital, sick visits, prior authorizations, prescription refills, anything I can think of, they’re there.”

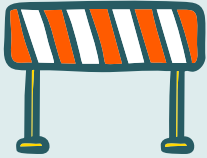
– Claire Kouns, Caregiver





### Fragmentation of Care and Data

Children with special health care needs rely on multiple providers, systems, and programs, yet these touchpoints rarely communicate in ways that support continuity.



### Policy Barriers

Variation in Medicaid policies, reimbursement rules, and program eligibility create gaps in access, disrupts continuity, and makes it difficult for families to navigate care consistently over time.



### Caregiver Fatigue and Burnout

Families often shoulder the responsibility of caring for their child with special health care needs, communicating with providers, advocating at school, and managing crises – all while balancing jobs, other children, and daily life.



### Unique Needs and Lived Experience of Each Child and Family

No two children with special health care needs are alike. Medical, behavioral, and social needs evolve quickly as children grow, requiring highly personalized, flexible support that most systems are not designed to deliver.

Imagine Pediatrics was founded to reimagine pediatric health care, specifically how children with special health care needs receive care – integrating medical, behavioral, and social support so children can have personalized care when and where they need it. Through this integrated care model, outcomes and patient and provider experience improve and total cost of care is lowered.



# Reimagining Pediatric Health Care. Together.

Children with special health care needs deserve care designed for the realities of their daily lives. This means care that is continuous and grounded in family partnership. Our 24/7 integrated virtual and in-home care model delivers acute and longitudinal support and personalized clinical programming support through an empaneled interdisciplinary team that knows each child, understands their history, and stays with them over time. Enabled by a purpose-built technology platform, our teams anticipate needs before they escalate and ensure families feel empowered and never have to navigate the system alone.

Our technology serves as an enabler of care – not a replacement for it. Our ecosystem of digital tools supports true collaboration across the care delivery ecosystem, providing care teams with actionable insights at the point of care and helping families stay connected through secure, 24/7 messaging, multi-tenant video visits, and personalized care plans. These capabilities allow our teams to deliver more efficient, whole-child care and to proactively identify and close gaps in care, supporting better outcomes and experiences for families.

## PILLARS OF OUR MODEL

### ✔ INTEGRATED MEDICAL, BEHAVIORAL, & SOCIAL SUPPORT

We address a child's full range of needs – medical, behavioral, and social – recognizing that children's health is shaped by more than medical diagnoses alone.

### ✔ 24/7 VIRTUAL & IN-HOME CARE FROM AN EMPANELED INTERDISCIPLINARY TEAM

Each family is connected to a consistent team that delivers acute and longitudinal support anytime, anywhere, reinforcing trust and continuity. This interdisciplinary team consults with each other in real time during patient and family interactions, and the team proactively collaborates to determine best next steps when new needs arise for the patient or family.

### ✔ CONDITION-SPECIFIC CLINICAL PROGRAMMING

To deliver an even greater impact through its unique integrated care model, Imagine Pediatrics delivers customized care curated with the family at the center of care delivery. All patients have unlimited access to 24/7 Acute Care management, Mobile Integrated home-based Care, Nutrition Guidance from pediatric dietitians, SSI support, SDOH screening and management, social services and Community Health Navigation, risk monitoring and management, quality Gap in Care closure, and comprehensive Care Coordination. Our clinical programming is personalized to the patient and is focused on preventative care to avoid acute exacerbations and ensure more Safe Days at Home. Pediatric provider-led longitudinal care is enabled by focused clinical programming based on a patient's diagnosis and family needs.

All clinical programming includes sick plan compliance, medication and vaccine adherence, and transitions of care support. Proactive, customized clinical programming supports aspiration prevention, PDN integration, palliative care, g-tube and central line management, and trach/vent management. Condition specific clinical programming is made available to patients who have sickle cell, seizures, asthma, AGE/dehydration, adrenal insufficiency, diabetes, and neurogenic bladder.

To ensure appropriate and equitable access to care for our patients, our Behavioral Health teams provide clinical programming that includes direct intervention,

education, and care navigation within a patient's community to prevent escalation to emergency department and inpatient settings. Our Behavioral Health Crisis Support teams help with de-escalation, safety planning, and coordination to appropriate referrals or interim direct care through our teams. Customized clinical programming for behavioral health longitudinal care includes planning and education for those experiencing episodes of Bipolar Disorder, Schizophrenia, psychosis, or mania. And, following hospitalization, our team provides direct therapy intervention with the child and caregiver for 45 days post-hospitalization, coordination of community agencies to ensure continued access to care, safety planning and crisis care to manage escalations safely at home and reduce risk of readmission.

✔ **TECH-ENABLED & PERSONALIZED**

The Imagine Pediatrics technology ecosystem – including Care Hub, our proprietary engagement and population health platform we purpose-built for children with special health care needs, and our mobile app – powers actionable insights, secure communication, and real-time, bi-directional collaboration across the care delivery ecosystem. These tools help our teams deliver personalized, whole-child support and enable proactive outreach informed by the unique needs of each child and family.

✔ **PARTNERSHIP WITH HEALTH PLANS, PROVIDERS, CAREGIVERS, & COMMUNITY RESOURCES**

We collaborate across the care ecosystem – strengthening access, closing quality gaps, and supporting the goals of families and partners.

## What Reimagined Pediatric Health Care Makes Possible



“Children are the future of the healthcare system, but they are frequently an afterthought. So, we set out to identify the unique needs of this population and the unique needs of their caregivers. We simplify their care as best we can in their very complicated world that they're living in and deliver them care 24/7 and more Safe Days at Home.”

-Taylor Beery, Chief Administration & Innovation Officer & Co-Founder



# How We Measure Impact

Our impact metrics reflect outcomes across clinical quality, family experience, and health plan performance. Each measure is reviewed for accuracy, consistency, and relevance to children with special health care needs. We analyze both acute and longitudinal data to understand how our model supports stability over time.

In 2025, our innovative approach was recognized with the HLTH Kid's Health Best in Class Award, underscoring the measurable impact of our 24/7 care model and our commitment to supporting children with special health care needs and their families.

## IMPACT DASHBOARD



**70,000+**  
children with special health care needs served



**7 States**  
serving patients and growing



**8,350**  
additional Safe Days at Home delivered over an 18-month period



**24%**  
decrease in APK (Admissions Per Thousand) in 12 months following enrollment with Imagine Pediatrics



**\$65M**  
in savings for health plan partners in 2024



**+86**  
Net Promoter Score from patients and caregivers reflecting family trust and satisfaction



**5,000+**  
avoided emergency or urgent care visits (80% with no acute care needed within 30 days) in just over two years



**300,000**  
virtual, digital, and in-home encounters in just over two years



“At Imagine Pediatrics, we provide more Safe Days at Home. But that doesn't just mean avoiding unnecessary emergency visits or hospitalizations. It really means there is always someone to call in the middle in the night. That means reassurance that you're doing everything right for your child when they're sick. That means getting the medication, equipment, referrals, and recommendations when you need them most. That means having someone in your corner when you need them most. That means knowing there is always someone at Imagine Pediatrics here to help.”

-Cheryl Kinsella, Senior Vice President, Clinical Operations

## Clinical Outcomes

- ✔ **Reduction in unnecessary emergency room visits and hospitalizations**  
Integrated medical, behavioral, and social support helps prevent escalation and avoid unnecessary acute care.
- ✔ **Improved follow-up adherence**  
Timely after-discharge support reduces readmissions and strengthens continuity.
- ✔ **Average reduction in length of stay**  
Earlier intervention and stronger caregiver support contribute to shorter, more efficient recoveries.

## Safe Days at Home: Our North Star

Safe Days at Home is the outcome that matters most to us because it matters most to families – a day when a child is stable, supported, and able to remain at home, and when caregivers feel confident managing care. It brings together the essential components of our 24/7 integrated virtual and in-home care model, reflecting how well we are supporting both acute and longitudinal needs over time.

This measure offers a clear, meaningful way for families, providers, and health plans to understand progress toward continuity, stability, and improved outcomes.

This outcome is simple, powerful, and measurable. Imagine Pediatrics helped deliver more than 8,350 Safe Days at Home for children with special health care needs over an 18-month period. It reflects the goals of both families and value-based care arrangements. It shows that this integrated care model is working – not just for the child and their family, but for the greater good of our healthcare system.

## Why Safe Days at Home Works

- ✔ Acute and longitudinal support delivered together
- ✔ Personalized care delivered through integrated medical, behavioral, and social support tailored to this heterogeneous population
- ✔ Continuous, proactive engagement informed by real-time data
- ✔ Collaboration across families, providers, health plans, and community partners

**Longitudinal care—not just 24/7 acute care—  
helps create Safe Days at Home.**



## Family Outcomes

For families of children with special health care needs, meaningful progress is measured in confidence, consistency, and feeling supported day to day. Our 24/7 integrated virtual and in-home care model is designed to ease the burden families often carry, strengthening caregiver capacity and improving the experience of caring for a child with complex medical, behavioral, and social needs. These outcomes reflect what matters most to the families we serve: trusted relationships, timely support, and care that adapts to their child's unique needs.

### Family Satisfaction: +86 Net Promoter Score

Families report higher confidence and trust in their care team, driven by consistent relationships and timely support.

### Increased Caregiver Confidence and Reduced Stress

Continuous engagement and familiar care team members help families feel more prepared to manage daily care needs and unexpected challenges.

### Sustained Family Engagement Over Time

Regular touchpoints – through virtual visits, in-home care, and 24/7 communication – support continuity across acute and longitudinal needs.

“I don’t care if it’s one o’clock in the morning or four in the afternoon—I know that when I access the portal or pick up the phone and call Imagine Pediatrics, someone is going to answer and do whatever it takes to take care of our needs.”

– Linda Cleveland, Caregiver



## Health System Outcomes

Our model is designed to support the goals of health plans, providers, accountable care organizations and clinically integrated networks by strengthening access, improving continuity, and delivering measurable improvements in outcomes, experience, and total cost of care. By partnering closely with plans, partners, providers, specialists, and community resources, we help create a better experience for families while supporting performance across quality and value-based measures.

## What Our Partners Are Seeing

### 10% Reduction in Total Cost of Care

A 24% decrease in APK and 16% decrease in EPK translate into meaningful savings while improving family experience and stability.

### \$65M in Annual Health Plan Savings\*

Imagine Pediatrics delivers substantial savings for health plan partners through improved outcomes and costs.

### 300,000 Integrated Medical, Behavioral, & Social Care Interactions

Collaboration across families, providers, & health plans strengthens communication, supports earlier intervention, & helps families potentially avoid unnecessary acute care episodes.

### 8,350 Additional Safe Days at Home

Our North Star measure reflects improved stability and the cumulative impact of proactive, acute, and longitudinal support over an 18-month period.

## OUR COMMUNITY & PARTNERSHIPS

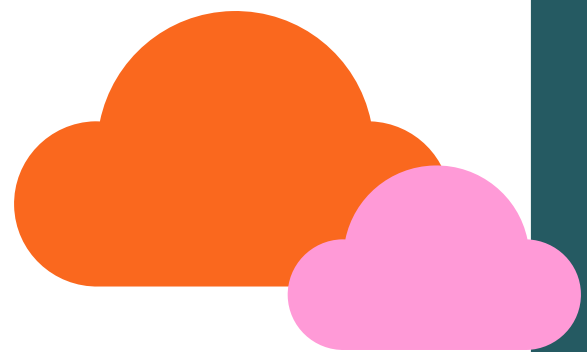
Scaling impact for children with special health care needs requires strong, collaborative partnerships across health plans, providers, and community organizations. Working in value-based care, risk-based partnerships, Imagine Pediatrics aligns outcomes across these quality, cost and member and provider experience measures with plan priorities and stakeholder expectations – from state agencies to employers – proving that integrated, virtual and in-home pediatric care supports both mission and margin.

### Strategic Health Plan Partnerships

We look to partner with innovative Medicaid and Commercial health plans, along with ACOs and CINs, that share our commitment to advancing pediatric value-based care. These relationships help children with special health care needs access 24/7 integrated virtual and in-home care, strengthen continuity across providers, and increase opportunities for proactive support and earlier intervention.

We currently serve children across Florida, Georgia, Missouri, New York, North Carolina, Texas, and Washington, D.C. through partnerships with leading managed care organizations, including:

- ✔ Aetna Better Health of Texas
- ✔ Children's Medical Services (CMS) Health Plan, operated by Sunshine Health
- ✔ Fidelis Care
- ✔ Health Services for Children with Special Needs (HSCSN)
- ✔ Superior HealthPlan of Texas
- ✔ UnitedHealthcare Community Plan of Florida
- ✔ UnitedHealthcare Community Plan of Missouri
- ✔ UnitedHealthcare Community Plan of North Carolina
- ✔ UnitedHealthcare Community Plan of Texas
- ✔ UnitedHealthcare of Georgia, Inc.
- ✔ UnitedHealthcare of Texas, Inc.
- ✔ UnitedHealthcare of Florida, Inc.



### Provider Collaboration

We don't replace a child's existing care team. We work with them to expand access to care for those children that need it most. We engage and coordinate with network providers, caregivers, and community partners to expand access to specialized pediatric care for children with special health care needs.

### Community-Based Collaborations

Children with special health care needs and their families rely on support that extends beyond clinical care. We partner with nonprofits, advocacy groups, schools, and community organizations to help families access services that meet the full range of medical, behavioral, and social needs. These collaborations help close resource gaps, support caregiver well-being, and strengthen the support system surrounding each child.

### Policy Collaboration

We collaborate with state agencies, policymakers, and pediatric leaders to support access to personalized, comprehensive care for children with special health care needs. This includes contributing data-driven insights, participating in advisory groups, and sharing best practices that highlight the importance of acute and longitudinal support delivered consistently by an empaneled care team.

In 2025, the Imagine Pediatrics Government Affairs team contributed to policy collaboration by:

- ✔ Briefing the House Budget Committee staff on the Kids BRIDGE Act, proposing a CMMI-led demonstration to scale pediatric complex care and strengthen Medicaid innovation.
- ✔ Submitting formal recommendations and providing application language to ensure pediatrics and children with special health care needs were prioritized in Rural Health Transformation efforts.
- ✔ Publishing thought leadership pieces to advance industry and government conversations, including:
  - [A whitepaper on The Value of Engaged Caregivers in Improving Outcomes for Children with Special Health Care Needs](#)
  - [A byline about how Medicaid Cuts Will Endanger Our Nation's Most Vulnerable Kids](#)
  - [A byline describing A Medicaid Model for Children that Saves Money and Improves Care](#)

“Our partnerships are driving real change for children with special health care needs. A strong partnership means being open to new ways of collaborating, aligning on shared goals for quality, cost, and member and provider experience, and continually finding opportunities to create impact together. Our partnership growth this year shows what’s possible when we build trust, deliver on our promises, and work together so children with special health care needs can get the care and support they deserve.”

– George Boghos, CEO



## Partner Perspectives

“Imagine Pediatrics has been an invaluable partner to our pediatric office. The collaboration and dedication of the Imagine Pediatrics team have greatly supported our scheduling efforts, allowing us to ensure our patients receive their annual physical exams as well as their medical and mental health care.”

– Dr. Ana Julia Contreras, Cutler Bay NCH Office

“We’ve partnered with Imagine Pediatrics since 2024 for virtual acute triage services for a subset of our enrollees, and exceptional outcomes from that partnership are lighting the way for this expanded partnership with Imagine Pediatrics and DC Connected Care Network. By strengthening our collaboration with the DC CCN and Imagine Pediatrics, our enrollees and their families will experience expanded access to additional personalized care and support while continuing to be supported by their providers and community organizations they know and trust.”

– Anna Dunn, President of HSCSN

“Superior HealthPlan collaborates with Imagine Pediatrics. We work together on individual cases, share resources, and problem solve as a team on behalf of the member.”

– Stephanie Torres, Service Care Manager, Superior HealthPlan

## OUR PEOPLE



“Our people are the key to unlocking data-driven, family-first care. Every team member at Imagine Pediatrics is here to serve, and there are few companies in the world that are as mission-centric and talent-rich as Imagine Pediatrics. Our people desire to be better every day and we work every day to make sure that Imagine Pediatrics Team members have the best work experience possible.”

– Brandon Washington, Chief People Officer

Behind every Safe Day at home is a dedicated, pediatrician-led, interdisciplinary team committed to delivering continuous, personalized care for children with special health care needs. Today, more than 500 employees across clinical care, operations, and technology work together to support families through our 24/7 integrated virtual and in-home care model.

Our team includes pediatricians, nurses, behavioral health specialists, pharmacists, dietitians, social workers, care navigators, and technology and support staff – each playing a vital role in ensuring families have the stability, access, and continuity they deserve.



### TEAM BY THE NUMBERS



**500+**  
employees



**+52**  
A best-in-class  
eNPS score



**14%**  
of all hires are  
employee referrals



**44%**  
year-over-year  
team growth



**293**  
offers accepted out  
of over 150,000  
applications received



**14%**  
of all hires were  
internal in 2025



**80th**  
Percentile Employee  
Engagement  
Rate of all companies



**94%**  
offer acceptance rate  
for new team members



## What Motivates Us



"What I enjoy most about my role is working alongside our patient engagement associates, helping them grow and equipping them with the tools they need to connect with patients and welcome families to Imagine Pediatrics. The passion they bring motivates me every day."

- Nora Fernandez, Patient Engagement Manager



"It's incredibly rewarding to support our care teams as they grow and develop new skills that make a real difference for our families. I'm equally passionate about connecting our health plan partners to the faces and stories behind the data, demonstrating our impact while advocating for the support our families deserve. What drives me daily is knowing that some of my former pediatric patients are now Imagine Pediatrics patients, finally receiving the exceptional level of care and service they've always deserved.

- Damitra Ramos-Patel, MD, FAAP, Regional Medical Director



"I love my job because I get to support and empower teams as we bring new health plan partnerships to life in ways that improve care for our patients. I'm fulfilled by listening, removing barriers, and helping cross-functional teams succeed together. What motivates me each day is knowing that by serving others well, we're shaping a care experience that truly meets the needs of the children and families we strive to support."

- Caitlin Fryer, Partner Success Manager

## Values Awards

Our values guide how we show up for families and how we support each other. Each quarter, team members are nominated by peers and recognized through our values awards for embodying Children First, Earn Trust, Innovate Today, Embrace Humanity, and One Team, Diverse Perspectives in their daily work.

### 2025 Values Award Recipients



Wade Greiten,  
Talent Acquisition Manager  
Earn Trust Value Award Recipient



Gabby Trevino, LMSW,  
Behavioral Health Care Manager  
Earn Trust Value Award Recipient



Jordan Kubicek, RN, BSN,  
Transitions of Care Nurse II  
Children First Value Award Recipient



Fanny Paiva, Team Lead,  
Patient Engagement  
Children First Value Award Recipient

## Learning and Development

Over the past year, learning and development played a critical role in supporting Imagine Pediatrics team members during a period of growth and process enhancement. Through ongoing continuing education, the learning and development team:

- ✔ Strengthened the effectiveness of our preceptors by holding quarterly two-day training sessions, ensuring consistent onboarding, skill development, and support for new team members.
- ✔ Focused leader development on skills needed to guide teams through uncertainty, adapt to evolving workflows, and foster engagement and accountability during times of change.
- ✔ Implemented a value-based care curriculum that deepened the clinical team's understanding of aligning quality, outcomes, and cost, while reinforcing data-driven decision-making and patient-centered practices.

Collectively, these learning investments not only supported operational stability during growth but also built a foundation for sustainable performance, stronger leadership, and a culture of continuous improvement.



# Real Lives, Real Impact

## CAREGIVER STORY

**“Having Imagine Pediatrics means that my children have been home with me and we’ve been laughing, and we’ve been cuddling, and we’ve been singing, we’ve been traveling. We hadn’t traveled anywhere in a decade. When you get the right care from the right people in the right way at the right time, you have a story like mine: a decade-long cycle of hospitalizations and my heart broken, to this, now. Imagine Pediatrics allowed my family to awaken from that nightmare.”**

**–Kelli Lewis, Caregiver & Mother to Ahav & Aniel**

Kelli Lewis is the mother and caregiver for her two children with special health care needs, Ahav and Aniel. Kelli’s journey alongside her children with significant behavioral health needs had led them to many years of repeated hospitalizations. In 2024, Kelli found Imagine Pediatrics. Because of the personalized and integrated care delivered by a team who knows and understands her family’s needs, Kelli is able to enjoy making memories with her boys while they have more Safe Days at Home.



## ILLUSTRATIVE CASE STUDY

### What Integrated Care Looks Like In Action

A young patient has a breakthrough seizure because of a lapse in medication. The child has multiple conditions, including cerebral palsy, epilepsy, developmental delays, and behavioral health needs. Following the breakthrough seizure event, the child’s caregiver remembers that she recently enrolled her child with Imagine Pediatrics following an outreach call from Imagine Pediatrics.

The caregiver schedules an introductory call with an Imagine Pediatrics nurse to share what the family’s needs are. During the call, the caregiver identifies several needs that the nurse recognizes would be improved through integration with Imagine Pediatrics services. In that first virtual visit, the team learns that the child’s medical conditions are interfering with daily life. Many components of the Imagine Pediatrics condition-specific clinical programming would help the family.

The next day, the Imagine Pediatrics nurse brings the patient’s situation up during an Interdisciplinary Team (IDT) meeting. Following discussion of the case, the Imagine Pediatrics interdisciplinary team for this empaneled patient launches into action and reviews the case together. The child’s assigned complex care pediatrician, nurse practitioner, nurse, pharmacist, and behavioral health therapist work together to establish how best to meet the child’s needs. Based on this discussion, it is determined, through data insights and provider judgment, that the child is likely to benefit from the Imagine Pediatrics epilepsy program.

The child needs new medication for his seizures and is having behavioral health challenges that are making it difficult to attend school. The child’s family also needs help coordinating supportive services, like durable medical equipment, food, and utilities.

The child is enrolled with this program and subsequently receives:

- ✔ A needs assessment re: community neurologist and, finding he has none, care coordination assistance in finding a neurologist and facilitating a timely referral
- ✔ Dedicated pharmacy visit to perform medication reconciliation, including comprehensive review of utility of prescribed medications and potentially unconsidered adverse interactions
- ✔ Development of a seizure action plan, created initially through Imagine Pediatrics and ultimately in collaboration with his community neurologist
- ✔ Confirmation of seizure rescue medication in liquid formulation in the home, and education on how and when to use it
- ✔ Caregiver education materials related to childhood epilepsy and best practices pushed to the caregiver through the Imagine Pediatrics Mobile App
- ✔ Monitoring through data insights to help identify risks for breakthrough seizures, including medication adherence and dose/weight medication adjustments

The patient's interdisciplinary team reconvenes together and plans next best steps for this patient. In addition to the above dedicated clinical programming for epilepsy, the patient received:

- ✔ Behavioral health therapist who provided crisis intervention and educated the family and the school on truancy laws and district obligations for children with special health care needs
- ✔ Nutrition support from pediatric dietitian who worked with the child's primary care provider to obtain the appropriate formula
- ✔ Respite support with care options for the caregiver
- ✔ Resource specialist support to help secure durable medical equipment for the child, along with food and utility assistance for the family
- ✔ 24/7 acute care for prompt management of fever related to respiratory viruses, thereby limiting breakthrough seizure risk

Over the course of two years, this patient had 20+ provider visits, 10+ behavioral health visits, and 30+ clinical programming visits with nutrition, pharmacy, and palliative care. Through integrated medical, behavioral, and social care from an interdisciplinary team, this family has been able to have more Safe Days at Home.

Illustrative Case Study is for example only and is not an actual patient.



## THE ROAD AHEAD

As we look to 2026, our focus is on thoughtful, measured growth – expanding our reach and impact on more children with special health care needs while strengthening the partnerships and capabilities that make our model effective. We have built a strong foundation, grounded in trust, shared purpose, and proven results. Now we are poised to reach more families across more states, deepen our collaboration with health plans and providers, and continue delivering the acute and longitudinal support that children and caregivers rely on every day.

Our next chapter is defined by scale, innovation, and sustained commitment. In 2026, we will continue expanding into new markets, entering new payer and partner segments, and growing partnerships that help families access our 24/7 integrated virtual and in-home care model. We will also advance investments in technology-enabled care, caregiver tools and education, our team culture, and clinical programming that supports the heterogeneous needs of the vulnerable population we serve.

### 2026 MOMENTUM



#### Expanding our geographic footprint

Growth into new states and regions will allow us to support more children with special health care needs and their families with timely, connected care that is personalized to each patient and family.



#### Strengthening value-based care partnerships

We will continue building relationships with Medicaid and Commercial health plans, including our twelve current plan partners, and provider ACOs and CINs to reach more families and align on outcomes, experience, and total cost of care.



#### Scaling our model to serve more than 100,000 children

We are on track to serve more than 100,000 children in 2026, reflecting the trust of our partners and the value we deliver to families.



#### Advancing technology-enabled care

Ongoing enhancements to our Care Hub platform, predictive analytics, and the Imagine Pediatrics™ Mobile App will help our teams anticipate needs earlier, support both acute and longitudinal care, and improve access for families.



#### Supporting the care ecosystem

We will continue collaborating with state agencies, policymakers, pediatric providers, and community organizations to expand access and advance high-quality care for children with special health care needs.

“Families caring for children with special health care needs deserve a system designed around them. At Imagine Pediatrics, our mission is to reimagine pediatric health care together by meeting families where they are – every day. And as we grow, our impact is measured by the trust we earn and the stability we help bring to families’ lives. When care is proactive, coordinated, and compassionate, outcomes improve and families can focus on being families.”

- Rachel Zartman, Chief Operating Officer



# Thank you

We are grateful to the children, families, caregivers, care teams, providers, health plan partners, community organizations, and colleagues who made this report possible. Your trust, collaboration, and commitment inspire our mission to reimagine pediatric health care – together.



## Acknowledgements

Thank you to the caregivers who shared their experiences, to the clinicians and team members who contributed their stories, and to our partners who continue to support our impact as we expand access and deliver more Safe Days at Home for children with special health care needs.

We also recognize the teams responsible for data validation, quality review, and operational insights that inform the impact metrics throughout this report.

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