

# Healthier lives for everyone

## 2023 Impact Report Highlights

As an organization that values health equity, diversity, equity, inclusion and accessibility (DEIA), sustainability and good corporate citizenship, Point32Health has a bias toward action and a commitment to remain responsive to community needs.

### Centering community

Because health happens where we live, work and play

**\$15M**

Contributions to community organizations through grants, matching gifts, sponsorships, volunteer time, in-kind and other donations from Point32Health and our Foundation.

**\$2.8M+**

in corporate and Foundation sponsorship support for nonprofit fundraising events and programs

**48%**

of colleagues gave or volunteered, including 1,400 who served with 64 nonprofits during Volunteer Week

**\$1.6M+**

from colleagues, board members and the Foundation to 600+ local nonprofits through our Match Program

**11,489 hours**

of volunteer service to nonprofits, valued at nearly \$460K

#### Point32Health Foundation

Supporting community-led solutions that address systemic inequities.

**\$8.1M+**

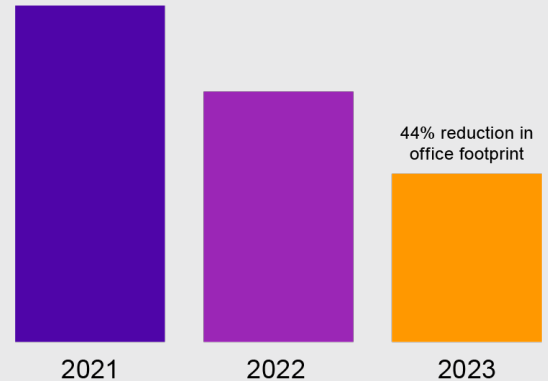
in grants supported **159 community nonprofits** across five states.

- **\$3.7M** to 54 organizations supporting **healthy aging**
- **\$2.5M** to 57 organizations increasing access to **healthy food** and creating a more just, resilient and sustainable food system
- **\$1M** to 20 organizations supporting community-based **mental health** programs
- **\$935K** to 19 organizations advancing **social and racial equity**

### Environmental sustainability

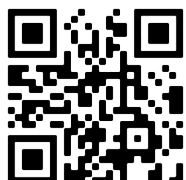
#### Reducing our footprint

Since 2021 we've reduced our office footprint by 44%. This reduction in square footage (731,494 sq.ft.) – as well as the reduced energy usage on low-occupancy days – has drastically reduced our energy consumption, and our hybrid work schedule also helps reduce transportation emissions.



#### More highlights

- Shuttles to and from public transit at our Canton and Quincy, Mass. offices support the avoidance of 109,992 kg emissions
- Onsite water stations supported colleagues in using reusable containers 21,000 times
- 65% of open outdoor space at our headquarters dedicated to community programs



Read the [2023 Impact Report](#) to learn more about our work to guide and empower healthier lives for everyone.

## Diversity, equity, inclusion & accessibility (DEIA)

Point32Health’s long-standing commitment to advance DEIA is at the core of who we are. Our culture revolves around being a community of care and shared values that guide our behaviors and decisions.

### Infusing DEIA in our workplace culture

Together, we work to create a workplace culture that fosters belonging, promotes equity by removing systemic barriers, encourages innovation through diverse perspectives and attracts and retains top talent from various backgrounds. Cultural social hours were attended by thousands of colleagues, we began My Inner Compass—an immersive, experiential leadership experience for senior leaders—and created DEIA dashboards and a DEIA sentiment indicator to measure inclusion.

### Growing Colleague Resource Groups (CRGs)

Open to all colleagues, our vibrant CRGs are catalysts for shaping an inclusive workplace culture, facilitating dialogue, learning and collaboration across differences. In 2023 we accelerated CRG growth, with overall CRG membership doubling to 32% from 16%.

### Advancing accessibility in the workplace

We foster accessibility throughout our organization in partnership with colleagues with disabilities. In 2023 we completed the Disability Equality Index to benchmark and evolve our disability inclusion work; we scored 100% and were named a Best Place to Work for Disability Inclusion.

### Economic inclusion within our business ecosystem

Diverse suppliers, colleagues and guests convened to discuss advancing wealth to guide and empower better health at our inaugural [Economic Inclusion Summit](#). We exceeded our goal to increase the amount spent with diverse suppliers by 50% by 2025, hitting 11% as of Dec. 31, 2023.

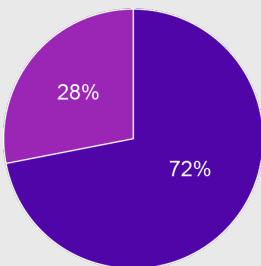
We actively engage with businesses owned by people of color, women, veterans, LGBTQ+ people, people with disabilities and small businesses. *Register with our Economic Inclusion and Supplier Diversity Program today at [point32health.org/supplier-diversity](https://point32health.org/supplier-diversity).*

## Our diverse workforce is up for the challenge

We value the rich mix of backgrounds, perspectives and experiences of our colleagues. Cultivating a diverse and inclusive workforce and continuing to increase equity and accessibility creates better outcomes for everyone.

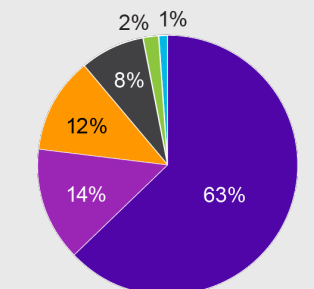
All colleagues (4,429)

#### Gender



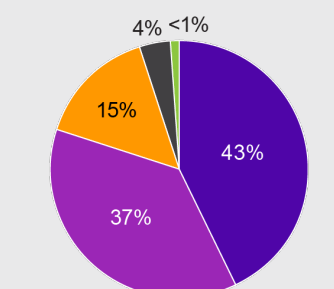
Note: <1% chose "I do not wish to answer"

#### Race and ethnicity



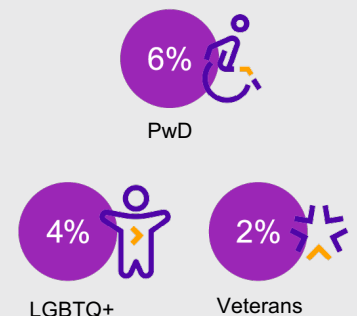
63% White  
14% Black/African American  
12% Asian  
8% Hispanic/Latino  
2% Two or more races, Indigenous  
1% I do not wish to answer

#### Generations



43% Millennials (1981 – 1996)  
37% Gen X (1965 – 1980)  
15% Baby Boomers (1946 – 1964)  
4% Gen Z (1997+)  
<1% Silent Generation (1928 – 1945)

#### People with disabilities (PwD), LGBTQ+, veterans



Data as of 12/31/2023 (all data self-reported by colleagues)

## Health equity

Everything we do is to guide and empower healthier lives for everyone. Together, we create proactive solutions that improve access to care and increase well-being. For example:

### Improving maternal health

Refreshed [maternal health website](#) makes it easier for members to navigate and access resources.

### Expanding access to healthy, affordable food

One of 141 organizations across the country to commit to the White House Challenge to End Hunger and Build Healthy Communities.

### Addressing social determinants of health

Developed gold standard Community Health Worker (CHW) program with 30+ CHWs who work closely with health care providers and community-based organizations to improve members' access to community resources and healthcare navigation.

### Advancing LGBTQ+ health equity

Collaboration with Included Health improves health care navigation for LGBTQ+ members – whether seeking a culturally competent primary care provider, exploring gender-affirming surgery, accessing behavioral health care or other support.

### Navigating behavioral health

New Behavioral Health Service Navigation program connects health plan members with an available provider or outpatient program based on care needs and preferences.



*First health plan in New England to earn full NCQA Health Equity Accreditation.*

## Leadership and innovation

Every year we strive to innovate and improve pathways to care through research, advocacy and leadership. From expanding access to improving treatments, our work in cancer, mental health and cardiac health is a direct result of our commitment to collaboration and partnership across the health services ecosystem.

### Harvard Pilgrim Health Care Institute

The [Harvard Pilgrim Health Care Institute](#), a Harvard Medical School affiliate and part of Point32Health, conducts world-class research to eliminate bias in health care systems, policies and processes, and puts us in a unique position to harness forward-thinking research.

### Leading on issues that matter

- AHIP Health Equity Leadership Council
- Boston Women's Workforce Council
- Business Coalition for the Equality Act
- CancerX—a public/private partnership
- Disability:IN Inclusion Works
- Food is Medicine Massachusetts
- Massachusetts Health Equity Compact
- Massachusetts LGBT Chamber of Commerce

### Cancer initiatives

- Working with Foundation Medicine, we expanded access to comprehensive genomic profiling for people facing advanced cancer, making it possible to deliver personalized treatment.
- First commercial health plan in the U.S. to collaborate with GRAIL to offer the Galleri® multi-cancer early detection [screening test](#).

### Annual Innovation Challenge

Funded a demonstration project with Movn Health, the winner of our second annual Innovation Challenge, which provides remote cardiac rehab and prevention.

## A community of care

Point32Health is dedicated to ensuring all members have equitable access to high-quality, affordable healthcare.

## 2M members

Commercial and government plans, including Medicare and Medicaid, serve approximately 2M members and 11K+ employer groups representing all backgrounds, ages and life stages.

Data as of 12/31/2023

## 90K+

Regional provider network comprising 90K+ doctors and clinicians and 180+ hospitals.

## 1.5M

National provider network that includes 1.5M doctors and clinicians and 6,700+ hospitals through an arrangement with United Healthcare.

## Impacting the communities we serve

Point32Health serves members across five New England states and beyond.

### Massachusetts

- 1.5M members
- 3,551 colleagues working in Mass.
- \$9.4M to community
- \$141M spent with local businesses, \$9.2M with diverse suppliers

### New Hampshire

- 140K members
- 188 colleagues working in N.H.
- \$1.3M to community
- \$3.8M spent with local businesses, \$2.2M with diverse suppliers

### Maine

- 103K members
- 49 colleagues working in Maine
- \$1.3M to community
- \$2M spent with local businesses, none with diverse suppliers

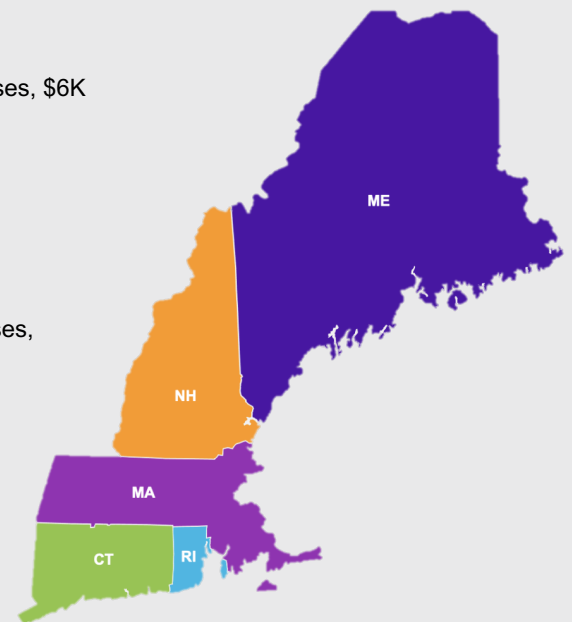
Data as of 12/31/2023

### Rhode Island

- 35K members
- 139 colleagues working in R.I.
- \$1.8M to community
- \$850K spent with local businesses, \$6K with diverse suppliers

### Connecticut

- 13K members
- 98 colleagues working in Conn.
- \$1.1M to community
- \$8.5M spent with local businesses, \$90K with diverse suppliers



## Awards and recognition



Earned a spot as one of the country's most community-minded organizations.



Designated an Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion.



Recognized as a USA Today Top Workplaces award winner.



Recognized for supporting employees through programs and a culture of well-being.



Named a Best Place to Work for Disability Inclusion.