

## Health equity | Diversity, equity, inclusion and accessibility (DEIA)

### 2023 Impact Report Highlights

Point32Health, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan, is a leading not-for-profit health and well-being organization that provides health coverage and innovative tools that make navigating health and well-being easier.

# 1.5M

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

# 90K+

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



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

### Point32Health serves members across five New England states and beyond:

Massachusetts	New Hampshire	Maine	Rhode Island	Connecticut
<ul style="list-style-type: none"><li>1.5M members</li><li>\$141M spent with local businesses, \$9.2M with diverse suppliers</li></ul>	<ul style="list-style-type: none"><li>140K members</li><li>\$3.8M spent with local businesses, \$2.2M with diverse suppliers</li></ul>	<ul style="list-style-type: none"><li>103K members</li><li>\$2M spent with local businesses, none with diverse suppliers</li></ul>	<ul style="list-style-type: none"><li>35K members</li><li>\$850K spent with local businesses, \$6K with diverse suppliers</li></ul>	<ul style="list-style-type: none"><li>13K members</li><li>\$8.5M spent with local businesses, \$90K with diverse suppliers</li></ul>

### Health equity

Everyone should have equitable access to affordable, high-quality health care, regardless of race, ethnicity, age, gender, gender identity or expression, sexual orientation, disability, religion, income or other physical or social characteristics. In 2023 we continued leaning into our [health equity work](#), energized by innovative programs and professional collaborations.

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



# #1

Our health plans are the first in New England to earn full Health Equity Accreditation from the National Committee for Quality Assurance.

# 1 of 141

Organizations from across the nation to commit to the White House Challenge to End Hunger and Build Healthy Communities.

# 14K+

Supported more than 14,000 members through initiatives that address social determinants of health, like housing or food insecurity.

## Highlights of health equity work from 2023



### Improving maternal health

**Ovia Health** is a new resource that supports members at different stages of family building and overall health. One focus of the personalized health platform: preventing adverse outcomes for couples trying to build a family and supporting healthy pregnancies. We also made it easier for members to navigate and access resources on our [maternal health website](#).

### Navigating behavioral health

Our new [Behavioral Health Service Navigation program](#) connects health plan members with an available provider or outpatient program based on their care needs and preferences. Point32Health's integrated care teams and member services complement this program, ensuring our members get the care they need easily and quickly.



### Advancing LGBTQ+ care

This year we continued our efforts to address barriers to care and promote health equity for LGBTQ+ people. Our 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.

### Expanding access to healthy, affordable food

In 2023, our community engagement team distributed more than 5,000 bags of food to 1,435 families. Since 2018, we've served 500 households per month at a free mobile market in Revere, Mass., through a partnership with Cambridge Health Alliance and the Greater Boston Food Bank.

Relationships with our members and community health organizations are essential to understanding the unique needs of our communities.

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

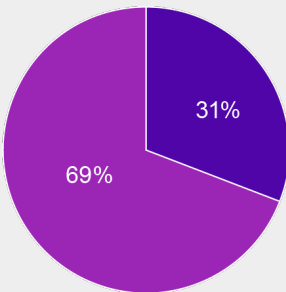
Point32Health has a long-standing commitment to advance DEIA; it's at the core of who we are. Our culture revolves around being a community of care and shared values that guide our behaviors and decisions. Cultivating a diverse, inclusive workforce and continuing to increase equity and accessibility creates better outcomes for everyone.

### Our diverse workforce is up for the challenge

We value the rich mix of backgrounds, perspectives and experiences of our colleagues. While we still have work to do, we remain steadfast in our ongoing commitment to broadening and deepening diversity throughout Point32Health.

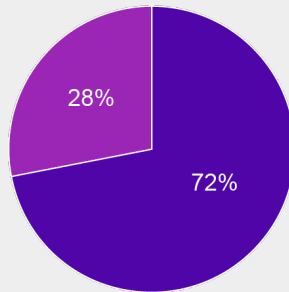
#### Diversity by gender

Board of directors (13)



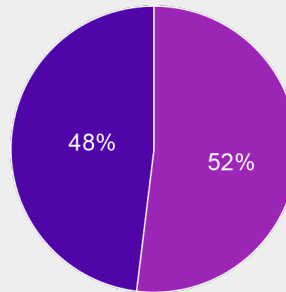
31% Female  
69% Male

All colleagues (4,429)



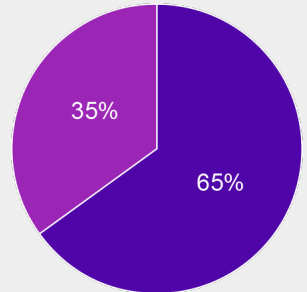
72% Female  
28% Male

Vice presidents and above (88)



48% Female  
52% Male

Directors, managers, supervisors (726)

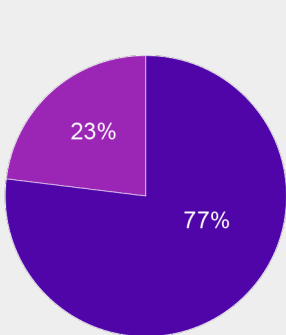


65% Female  
35% Male

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

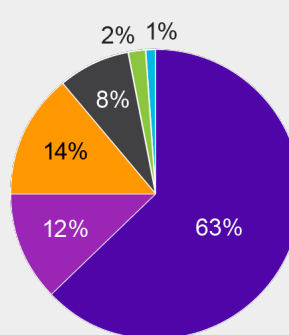
#### Diversity by race and ethnicity

Board of directors (13)



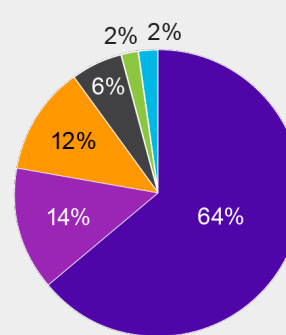
77% White  
23% African American

All colleagues (4,429)



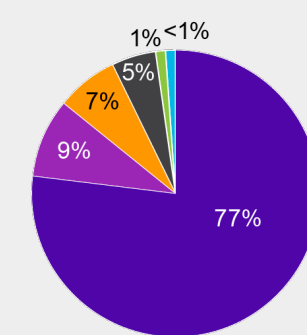
63% White  
12% Asian  
14% Black/African American  
8% Hispanic/Latino  
2% Two or more races, Indigenous  
1% I do not wish to answer

Vice presidents and above (88)



64% White  
14% Asian  
12% Black/African American  
6% Hispanic/Latino  
2% Two or more races, Indigenous  
2% I do not wish to answer

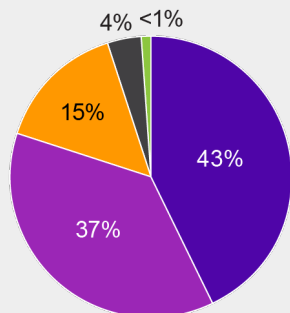
Directors, managers, supervisors (726)



77% White  
9% Asian  
7% Black/African American  
5% Hispanic/Latino  
1% Two or more races, Indigenous  
<1% I do not wish to answer

## Diversity by generation

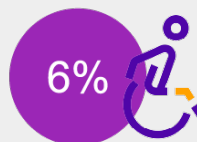
All colleagues (4,429)



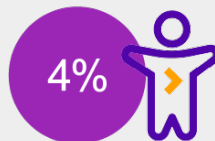
43% Millennials (1981 – 1996)  
 37% Gen X (1965 – 1980)  
 15% Baby Boomers (1946 – 1964)  
 4% Gen Z (1997+)  
 <1% Silent Generation (1928 – 1945)

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

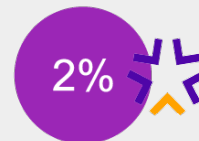
All colleagues (4,429)



PwD



LGBTQ+



Veterans

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

## Some examples of DEIA work in 2023



### Infusing DEIA in our workplace culture

We work together to create a workplace culture that fosters a sense of belonging, promotes equity by removing systemic barriers, encourages innovation through diverse perspectives and attracts and retains top talent from many backgrounds. In 2023, cultural social hours drew thousands of colleagues, we began My Inner Compass—an immersive leadership experience for senior leaders—created DEIA dashboards and a DEIA sentiment indicator to measure inclusion, piloted an inclusion bar raiser program and more.

### 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%, surpassing our 30% target, and more than doubling our leaders who are CRG members, to 57% from 24%.



### Advancing accessibility in the workplace

We're committed to fostering accessibility throughout our organization, in partnership with people with disabilities. In 2023 we completed the Disability Equality Index to help us benchmark and evolve our disability inclusion work. We also helped increase disability awareness, understanding and voluntary self-identification of people with disabilities, during several disability-focused events open to all colleagues.

## Meeting people where they are

Our diverse teams help us develop and deliver inclusive community outreach and service experience. In 2023 we sought out varied perspectives from our workforce on projects, piloted a language learning experience for colleagues and collaborated with organizations with a shared commitment to advance DEIA and health equity.



## Promoting economic inclusion

Point32Health supports a healthier business ecosystem by creating economic opportunities for small and diverse businesses. In 2023 we hosted our inaugural [Economic Inclusion Summit](#) and exceeded the goal we set in 2022 to increase our spending percentage with diverse suppliers, hitting 11%. Going forward, we plan to increase our overall diverse supplier percentage by 6% or more each year.

We actively engage with businesses owned by Black/African American, Asian, Hispanic/Latino, Indigenous, two or more races, women, veteran, LGBTQ+ people, and people with disabilities, as well as small businesses, recognizing their valuable contributions to our business value and competitive advantage: [Register](#) with us today!

## Harvard Pilgrim Health Care Institute

A Harvard Medical School affiliate and part of Point32Health, the [Harvard Pilgrim Health Care Institute](#) conducts world-class research to eliminate bias from health care systems, policies and processes, and puts us in a unique position to harness forward-thinking research. Papers published by the Institute in 2023 include:

### Studying bias in ED visits

Alon Peltz and colleagues [examined](#) Medicaid emergency department (ED) reimbursement algorithms for evidence of potential racial and ethnic bias. Their study revealed that Black and Hispanic children are more likely to have ED visits classified as nonemergent compared to White counterparts.

### Expanding HIV treatment

[Research](#) by Douglas Krakower, Julia Marcus, and research fellow Michael Traeger demonstrated potential over-the-counter (OTC) availability of preexposure prophylaxis (PrEP) for HIV could significantly reduce barriers to access, particularly benefiting stigmatized groups and those facing logistical and financial hurdles.

### Disparities in early mortality

Mei-Sing Ong and colleagues [examined](#) racial and ethnic disparities in early mortality among patients with inborn (inherited) errors of immunity. Their findings underscore the critical need to address health care barriers facing historically marginalized communities.

## \$5.4M

Investment (direct and in-kind) in the Harvard Pilgrim Health Care Institute helped raise \$89.3M in sponsored-research grants.

## 1st

Commercial health plan in the U.S. to offer the Galleri® multi-cancer early detection screening test.

## #1

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

## Leading on issues that matter

As an organization that values health equity, DEIA, sustainability and good corporate citizenship, Point32Health has “a bias toward action.” We thank our colleagues, members and many collaborators as we join forces to make health care higher quality, more affordable and easier to access for everyone.

- 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

## Awards and recognition



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



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



Named a Best Place to Work for Disability Inclusion.



Recognized as a *USA Today* Top Workplaces award winner.



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

## Health equity and DEIA

2023 Impact Report Highlights | [View full report](#)

# Point32Health