



**MAHP**  
MASSACHUSETTS  
ASSOCIATION *of*  
HEALTH PLANS

# MAHP Member Plans Community Giving Initiatives 2021 Report



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Health New England



Point32Health



UniCare 

 DELTA DENTAL

UNITEDHEALTH GROUP®



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AllWays Health Partners  
Cigna

Commonwealth Care Alliance  
Delta Dental  
Fallon Health

Health New England  
Point32Health  
Senior Whole Health

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*Click On Name Above To View Individual Health Plan Efforts*

Dear Friends,

I am pleased to share with you the Community Giving Initiatives 2021 Report that highlights the community benefit and giving programs that MAHP member plans established or supported in 2021. As we reflect on last year, I am proud that our members continue to demonstrate a strong commitment to the communities they serve through vital and innovative community benefit and giving programs. These programs support a wide range of services tailored to promote and encourage a healthier and more equitable Commonwealth.

During 2021, MAHP health plans continued to provide COVID-19 support to their members and to community organizations helping those impacted by the pandemic. They also prioritized investments to address social determinants of health and improve health equity. Many of the member plans established initiatives and volunteer efforts focused on supporting housing, nutrition, food insecurity, and education to help individuals and families in Massachusetts stay healthy.

I am proud that MAHP member plans continue to provide high-quality, affordable, and equitable health care coverage to nearly 3 million Massachusetts residents while remaining closely involved in the communities they serve to support and advance healthier lives for everyone.

Sincerely,



**Lora M. Pellegrini**  
President and CEO  
Massachusetts Association of Health Plans

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#### PLACE OF BUSINESS:

1 CVS Drive  
Woonsocket, RI 02895  
Aetnacvshhealth.com

#### TAX STATUS

For Profit

#### PRESIDENT & CEO

Karen S. Lynch

#### POPULATIONS SERVED

Commercial, Self-insured/ASO, and  
Dental

#### NUMBER OF FULL-TIME EMPLOYEES

12,794

## Community Benefits Program

Guided by the company's purpose – bringing their heart to every moment of your health – CVS Health is reinforcing its commitment through *Healthy 2030*, the company's new strategy to invest in the health of their communities and the planet for their patients, customers, clients, and colleagues.

Grounded in four pillars – Healthy People, Healthy Business, Healthy Community, and Healthy Planet – *Healthy 2030* is inclusive of CVS Health's broader enterprise and the impact it can have as a health care leader. The program conveys the company's mission to effectively utilize its scale, expertise, and innovative spirit to advance the health care experience and to invest in community health at the local level. As a leader in health care, CVS Health is focused on increasing access to quality health care services and improving health outcomes through charitable investments and programs.

## 2021 Community Benefits Initiatives

- **Investing in Communities of Color** — CVS Health is investing nearly \$600 million over five years to advance employee, community, and public policy initiatives that address inequities faced by the Black community and other disenfranchised communities. The company is also advocating for public policy that addresses the root causes of systemic inequalities and barriers, including efforts to address socioeconomic status, education, and access to health care.
- **Addressing COVID-19** — CVS Health provided COVID-19 support since the beginning of the pandemic to organizations in Massachusetts, including The Greater Boston Food Bank; Community Servings, Inc., in Boston; Healthy Waltham; and United Way of Central Massachusetts in Worcester.

- **Project Health** — Hosted at select CVS pharmacy locations, this program connected underinsured or uninsured residents from multicultural communities to no-cost comprehensive health assessments that detect early risks for chronic conditions. In 2021, Project Health hosted events in 11 communities in Massachusetts, including Boston, Dorchester, Hyde Park, Mattapan, and Worcester.



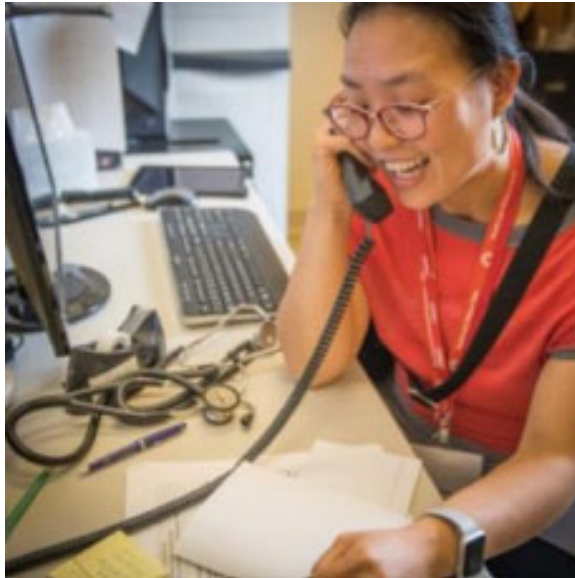
- **In-store Fundraising** – CVS Health led in-store fundraising campaigns to support national nonprofit partners that address key health disparities and chronic conditions. Through generous donations of customers and colleagues, the campaign raised nearly \$2.9 million from Massachusetts stores, with \$344,605 supporting local Feeding America food bank partners.
- **Affordable Housing Investments** — With a focus on addressing housing insecurity as a key social determinant of health, CVS Health is making significant investments in affordable housing across the country. To date, the company has invested \$41.9 million in affordable housing in Massachusetts.

- **Workforce Initiatives** – These initiatives enable the company's purpose by building nontraditional talent pipelines through the power of partnerships. In Massachusetts, CVS Health works with 58 active partners to ensure that youth, mature workers, veterans, and individuals with disabilities have a place within the company.
- **Pharmacists Teach** – This program connects pharmacists with communities so they can educate people on the dangers of substance misuse. Working with Discovery Education, CVS Health expanded the program by launching a suite of no-cost digital resources that empower educators and pharmacists to discuss facts about prescription and illicit drug misuse with students in a classroom or virtual learning setting.

*The CVS Health Foundation has partnered with the National Association of Free & Charitable Clinics to provide access to health care for the most vulnerable patients in Massachusetts. In 2021, it funded \$50,000 to support the expansion of telehealth services and support programs addressing food insecurity.*

- **Supporting Community Partnerships** – These partnerships provided support to communities across Massachusetts in a variety of ways, including donations from the company and from the CVS Health Foundation. They also support charities through in-kind product donations, gift card donations, and sponsorships. The company's alliances in the state include:
  - Boston Healthcare for the Homeless (Boston)
  - Doc Wayne Youth Services, Inc. (Boston)
  - Falmouth Road Race (Falmouth)

- Healthcare Without Walls (Wellesley)
- Hockomock Area YMCA (North Attleboro)
- Joe Andruzzi Foundation (North Attleboro)
- United Way of Massachusetts Bay (Boston)



- **Partnership with National Association of Free & Charitable Clinics** — The CVS Health Foundation has partnered with the National Association of Free & Charitable Clinics to provide access to health care for the most vulnerable patients in Massachusetts. In 2021, it funded \$50,000 to support the expansion of telehealth services and support programs addressing food insecurity.

- Health Care Without Walls (Wellesley) developed and expanded its telehealth program model for extremely vulnerable homeless and housing-insecure women in Boston.
- Volunteers in Medicine Berkshires (Great Barrington) implemented a secure, robust telehealth platform that was integrated into its standard care of practice and provided technology and support to remote workers.

## 2021 Community Giving Overview in Massachusetts

CVS Health Foundation and the Aetna Foundation.....	\$ 2,020,000
Corporate Grants and Sponsorships.....	\$ 956,000
Pharmacy School, Nurse Practitioner, and Physician’s Assistant Scholarships .....	\$ 22,000
Gift Cards and Product Donations .....	\$ 1,500
Volunteer Challenge Grants .....	\$ 22,000
<b>Total Community Giving in Massachusetts .....</b>	<b>\$ 3,021,500</b>

## Community Engagement

Colleagues are committed to giving back to the communities where they live and work, especially through volunteerism. In Massachusetts, CVS Health colleagues logged 821 volunteer hours in 2021, equating to \$57,440 in donated time.

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#### **PLACE OF BUSINESS:**

399 Revolution Drive  
Somerville, MA 02145  
Allwayshealthpartners.org

#### **TAX STATUS**

Not for Profit

#### **PRESIDENT & CEO**

Steven Tringale

#### **POPULATIONS SERVED**

Commercial and Medicaid

#### **NUMBER OF FULL-TIME EMPLOYEES**

454

## **Community Benefits Program**

The AllWays Health Partners Community Benefits Program is focused on improving and maintaining health status, promoting health equity for diverse populations, and expanding access to high-quality health care and coverage in the communities it serves. The health plan works in partnership with the Commonwealth, provider partners and community health centers, and locally based organizations to identify, develop, and support community benefits initiatives that address key health issues and meet the needs of underserved and vulnerable populations.

## **2021 Community Benefits Initiatives**

As the COVID-19 crisis continued, AllWays Health Partners furthered its partnerships with several programs and organizations to support the health of communities and those impacted by the pandemic. This included their partnership with Habitat for Humanity to repair the homes of five low-income families facing complex medical conditions. In addition, they partnered with Father Bill's Shelter to support individuals and families experiencing homelessness.

## **Community Resources During the COVID-19 Pandemic**

AllWays Health Partners continued to offer free live and recorded virtual webinars and workshops to the public to help individuals cope with the challenges of the pandemic and beyond. The Community Support Webinar series covered a range of topics aimed at helping individuals manage all elements of their health. The recordings for the webinars were posted on the AllWays Health Partners website and are available to anyone to view. The webinars that were conducted in 2021 included:

- Staying Active with Spring Outdoor Exercise
- Healthy Eating the Mediterranean Way
- Children and the COVID-19 Pandemic

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- How Lifestyle Factors Influence Breast Cancer Risk and Optimize Health for Survivors
- Healthy Comfort Food to Combat Holiday Overindulgence
- Demystifying Cholesterol and the Prevention of Heart Disease
- Diabetes 101 (en español)

## 2021 Community Benefits Program Expenditures

**Total Expenditures.....\$7,591,633**

## Community Contributions and Involvement

AllWays Health Partners is dedicated to creating a high-quality experience along every step of the health care journey and supports organizations that provide value to communities, with programs from corporate sponsorships to community benefits. AllWays Health Partners also contributes to the community through charitable donations and sponsorships.

In 2021, AllWays Health Partners sponsored and donated to organizations throughout Massachusetts including food banks, homeless shelters, behavioral health centers, and other community-based organizations to support those who continued to be impacted by the COVID-19 pandemic.

AllWays Health Partners supported COVID-19 relief by partnering with a variety of organizations, including Advocates, Amherst Survival Center, American Lung Association, Asthma and Allergy Foundation, Asian Task Force, Best Buddies, Bottom Line, Casa Myrna Vasquez, Catholic Charities Archdiocese of Boston, CASA For Children, Codman Academy, Community Caring Clinic, Inc., Doug Flutie Jr. Foundation, DOVE, East Boston Social Centers, Essex County Habitat for Humanity, Father Bill's & Mainspring, Food for Free, Friendship Home, Greater Lawrence Family

Health Center, Greater Springfield Habitat for Humanity, Habitat for Humanity Greater Plymouth, Habitat for Humanity MetroWest/Greater Worcester, Haley House, Inc., Health Law Advocates, Health Care Without Walls, HomeStart, Justice Resource Institute, Lawrence General Hospital, Lazarus House Ministries, Malden Overcoming Addiction, Mid Cape Home Centers/Cape Cod Children's Place, Newton-Wellesley Hospital, Old Colony YMCA, Rachel's Table, RIZE Massachusetts, Samaritan's, Inc., Somerville Homeless Coalition, St. Mary's Center for Women and Children, The Angel Fund for ALS Research, The Psychological Center, Inc., Wayside Youth & Family Support, and YWCA Boston.

*In 2021, AllWays Health Partners sponsored and donated to organizations throughout Massachusetts including food banks, homeless shelters, behavioral health centers, and other community-based organizations to support those who continued to be impacted by the COVID-19 pandemic.*



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In addition, AllWays Health Partners offered two virtual opportunities for employees to get involved in supporting underserved and vulnerable populations:

- **Rosie's Place** — Rosie's place is an organization that provides wide-ranging support, education, and outreach services to 12,000 women a year. During the month of December, AllWays Health Partners employees participated in a virtual employee food drive resulting in the donation of 320 pounds of food.
- **Cradles to Crayons** — Cradles to Crayons provides children from birth through age 12 living in homeless or low-income situations with the essential items they need to thrive – at home, at school, and at play. AllWays Health Partners hosted a winter coat drive for which employees from AllWays Health Partners could pledge financial support.



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### PLACE OF BUSINESS

Cigna is a global health services company with corporate headquarters located in Bloomfield, Connecticut.

Cigna.com

### TAX STATUS

For Profit

### CHAIRMAN & CEO

David M. Cordani

### POPULATIONS SERVED IN MASSACHUSETTS

Commercial, Self-insured/  
Administrative Services Only (ASO)  
and Dental

### NUMBER OF EMPLOYEES IN MASSACHUSETTS

700

### CIGNA CONNECTS CORPORATE RESPONSIBILITY REPORT

<https://www.cigna.com/static/www-cigna-com/docs/cigna-connects-2021-corporate-responsibility-report.pdf>

## Community Giving Program

Cigna's mission, to improve the health, well-being, and peace of mind of those they serve, is at the heart of everything they do. That includes improving the health of their communities. Every day, the people of Cigna are making a difference in communities around the world and in local areas where they do business, including Massachusetts.

## 2021 Community Initiatives

In 2021, total charitable giving represented nearly \$50 million, with the Cigna Foundation funding over \$12.5 million across 142 grants, including causes supported by their Building Equity and Equality Program and Healthier Kids For Our Future®, as well as other causes focused on health and well-being, education and workforce development, community and social issues, support for military veterans and first responders, and more.

Last year, although COVID-19 continued to present logistical challenges for volunteering, Cigna employees found innovative ways to give back to their communities and the causes that are most important to them. Employees across the world dedicated their time, talent, and energy to over 500 causes, equating to more than \$1.5 million in volunteer-engagement value.

## Community Contributions and Involvement

Cigna is proud to support numerous nonprofit organizations that are aligned with its mission of improving health, well-being, and peace of mind. In Massachusetts, the company has focused on organizations that are addressing barriers to health and providing support to those with health challenges and access to preventive care for youth and family caregivers.

The Cigna Foundation funding supported several community organizations in Massachusetts to advance programs, including:

- **The Community Builders (TCB) Program** — This is an interregional, place-based initiative focused on nutrition education and access to healthy foods for up to 200 school-aged children living in its Holyoke, Massachusetts affordable housing communities to address food insecurity and inaccessibility at rates surpassing those of their surrounding neighborhoods.
- **Families of Fallen Heroes Program of Home Base** – In collaboration with Tragedy Assistance Program for Survivors (TAPS), Home Base established a first-in-the nation program for survivors of traumatic loss that combines evidence-based treatment for Post-Traumatic Stress Disorder (PTSD) and Prolonged Grief Disorder (PGD). The two-week Families of the Fallen Intensive Clinical Program provides 63 hours of treatment and starts these survivor family members on a path of recovery from their grief and reconnection to themselves and to hope.

Through additional corporate charitable sponsorships, Cigna supported organizations benefiting Massachusetts residents, including Brigham and Women’s Hospital, Boston Children’s Hospital, ForsythKids, Home Base, Hope & Comfort, Whittier Street Health Center, Operation Warm, and more.

In April 2021, Cigna held a virtual day of service for 135 employees in the New England market, impacting more than 15 nonprofits through eight engagement opportunities across five states, leveraging both traditional and skills-based activities. The volunteer time equivalent of this effort resulted in more than \$43,000 put back into society during that single day. In Massachusetts specifically, they supported organizations including Happy Hope Factory, Room to Grow, Friendship Works, and more.





### PLACE OF BUSINESS

30 Winter Street  
Boston, MA 02108  
Commonwealthcarealliance.org

### TAX STATUS

Not for Profit

### PRESIDENT & CEO

Christopher Palmieri

### POPULATIONS SERVED

Medicaid and Medicare Dual Eligible Enrollees — One Care and Senior Care Options Programs, Medicare Advantage

### NUMBER OF FULL-TIME EMPLOYEES

1,618

## Community Benefits Program

Commonwealth Care Alliance's (CCA) community benefits program is designed to demonstrate CCA's deep commitment to its roots in the Commonwealth and its unwavering commitment to support individuals and organizations in need. Through its social corporate leadership position, CCA focuses on those organizations whose missions align with CCA's to improve the health and well-being of people with significant needs, supporting a diverse range of local and national organizations that are committed to improving outcomes for the populations they serve.

## 2021 Community Benefits Initiatives

**Supporting Low-Threshold Housing for Chronically Homeless Individuals** — Like many American urban centers, Boston is experiencing a homelessness and substance use disorder crisis, manifested most dramatically by the encampment at the intersection of Massachusetts Avenue and Melnea Cass Boulevard (Mass & Cass). As a company with a long history of innovating and advocating in support of individuals with significant needs, CCA, in partnership with the Commonwealth and the City of Boston, created a first-of-its-kind temporary housing community on the former Shattuck Hospital campus in Jamaica Plain. CCA is collaborating with the city and state to manage 18 cottages (known as low-threshold housing) serving up to 25 guests and providing an array of health and human services with the goal of helping guests transition to permanent housing. ([Click here to watch video](#))

**Statewide Homebound COVID-19 Vaccination Program** — As a trusted resource for the Commonwealth, CCA took on another leadership role and led the statewide COVID-19 vaccination effort, vaccinating homebound individuals statewide. CCA team members provided training to more than 10 state agencies, deployed professionals throughout the state to administer vaccines to homebound individuals, and electronically tracked and supported the program's extraordinary results:

- 5,400 vaccinations administered across 12 of the 14 counties, including nearly 500 family members of homebound individuals
- 320 individual cities and towns served by the program

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**Prioritizing Social Determinants of Health (SDOH)** — CCA has long been a national leader when it comes to addressing SDOH among its members. CCA recognized that as much as 80% of members' unmet needs were non-medical. That is why their nationally recognized uncommon care® model has always focused strongly on closing social and behavioral gaps in care. Today, CCA serves more than 45,000 people in the Commonwealth, many with significant needs. CCA's person-centered model seeks to address each member's unmet needs for housing or food security, crisis support, transportation, and more. In 2021, almost 60% of CCA's members received CCA assistance with at least one social support. Assistance could have included a ride to a doctor appointment, making a home more accessible, delivering a needed meal and other non-traditional care services, such as in-home behavioral health therapy.

*In 2021, CCA organized more than 750,000 food deliveries to the population it serves and nearly 770,000 rides, supporting member independence.*

**Collaborating with Community Partners to Manage Care During the Pandemic** — Heading into the second year of the pandemic, it remained essential for CCA to work closely with its provider partners, health homes, and other community-based organizations to ensure members' safety and security. Leveraging the trusted relationships they have built with their members, these partners were able to quickly determine member needs, offer support, and secure services. Together, they formulated new workflows and protocols to meet evolving challenges, balancing a return to in-person home visits with precautionary safety measures so these valued partners could be there for CCA members during these trying times. In June 2021, CCA expanded its Health Homes program to include Eliot Community Human Services, a well-established network provider offering behavioral health and community-based services to vulnerable populations.

## 2021 Total Community Benefits Program Expenditures

**Charitable Giving in MA ..... \$200,000**

## Community Contributions and Involvement

CCA's Corporate Social Responsibility Program is an extension of its work with FQHCs and community-based organizations, directed at impacting the needs of the communities we serve across the Commonwealth. Past contributions have benefited food banks and community food pantries, health care and legal advocacy groups, disability rights advocates, health equity partners, community health centers, behavioral health partners, health care innovators, and social justice causes. In 2021, CCA sponsored a number of community-based events such as the Capeabilities Annual Harbor Walk, the Lynn Family Fun Day for the Family & Children's Services of Greater Lynn, National Alliance on Mental Illness (NAMI) Walks Your Way Massachusetts, and the Walk to End Alzheimer's. CCA also continued its monthly mobile food market in partnership with the Lynn Community Health Center.

Reducing health disparities and increasing health equity remained a key focus of philanthropic activities at CCA in 2021. In every county they serve in the Commonwealth, CCA outreach teams coordinated a total of more than 1,100 health and education events in collaboration with over 200 local community-based organizations. CCA also teamed up with federally qualified health center partners to distribute food to more than 500 Massachusetts families each month.

Employee volunteering is at the center of all that CCA does and our employees can be found donating their time in communities throughout the Commonwealth. In 2021, employee volunteers participated in more than 320 food distribution events, demonstrating their deep commitment to our local communities.



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### PLACE OF BUSINESS

465 Medford Street  
Boston, MA 02129  
Deltadentalma.com

### TAX STATUS

Not for Profit

### PRESIDENT & CEO

Dennis J. Leonard

### POPULATIONS SERVED IN MASSACHUSETTS

Commercial, Group, and Individual Programs

### NUMBER OF EMPLOYEES IN MASSACHUSETTS

60

## Community Benefits Program

As one of the nation's leading oral health companies, Delta Dental directs their energy and resources to improving oral health in the communities they serve. They apply their corporate giving funds to further their mission of improving oral health for all, promoting prevention, supporting access to quality and affordable care, and ultimately helping individuals in Massachusetts stay healthy.

## 2021 Community Benefits Initiatives

**Diversity, Equity, and Inclusion** — Respect for diversity, equity, and inclusion leads to greater choice and satisfaction and better health outcomes. Delta Dental strives to learn from their staff, providers, clients, and members, and diversity is part of their everyday culture. 2021 efforts include:

- Contributed to the Latino Equity Fund, an emerging civic leadership engine that is amplifying diverse voices and perspectives across Greater Boston and throughout the state.
- Sponsored the Dr. Martin Luther King Jr. Memorial Breakfast, at which scholarships were awarded to community college health sciences students.
- Provided scholarship funds to Quinsigamond Community College and Springfield Technical Community College to ease the financial burden for students of color pursuing a degree in dental hygiene.
- Continued its longtime support for The BASE urban baseball (and basketball) academy and its focus on preparing urban youth for lifetime success.
- Joined Rev. Liz Walker in her Can We Talk movement, which is encouraging healing conversations across Massachusetts communities.

**Cultivating Healthy Future Leaders** — Delta Dental proudly supports a number of community organizations that foster health-literate children who will become engaged future leaders, including:

- Inner city educational centers of excellence such as Codman Academy and Ellis Early Learning Center
- Charlestown Boys & Girls Club and its youth programming focused on healthy lifestyles
- CATCH My Breath, the nationally recognized free anti-vaping curriculum that is available to Massachusetts middle school students to increase awareness of health dangers and teach avoidance strategies



**Supporting Families** — Provided support to community organizations that are helping families stay strong and healthy in the face of adversity. Contributions were made to:

- Community health hubs from The Dimock Center, Codman Square, DotHouse Health, and Family Health Center to Key Programs and Providers Council that create opportunities to get whole person health, dental, and wellness care

- Safe Passage, Respond, and Jane Doe, vital support systems for individuals facing domestic violence
- Franciscan Children’s Hospital, Children’s Trust, Northeast ARC, Federation of Children with Special Needs, Sisters of St. Joseph, and Mass General Hospital’s ASPIRE program, which are helping children and adults living with intellectual and development disabilities and/or special needs
- Samaritans for its very needed work on behalf of suicide prevention and family support
- Goodwill Industries and Operation ABLE for their workforce retraining programs
- March of Dimes, supporting healthy mothers, healthy pregnancies, and healthy babies
- Health Law Advocates and Health Care for All for their work on health equity
- Elder services organizations to be sure seniors experience optimal oral health
- Alzheimer’s Association for research and advocacy
- Dental Lifeline Network to support those who cannot afford dental care

**Supporting Social Determinants of Health** — Delta Dental has been active in the Massachusetts Food is Medicine Coalition, which offers statewide guidelines and resources to communities for critical food-related resources. Contributions were also made to:

- Community Servings and the Food is Medicine movement
- Western Area Massachusetts Dietetic Association and the Food Bank of Western Massachusetts
- Rosie’s Place and Pine Street Inn services for homeless individuals

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## 2021 Total Community Benefits Expenditures

**Annual community contributions in Massachusetts: .....\$175,000**

### Community Contributions and Involvement

During 2021, COVID-19 precautions prevented employees from in-person volunteering. Nonetheless, Delta Dental continued its annual Mission Month tradition. Employees assembled and delivered dental hygiene kits to a nonprofit of their choice. Fifteen hundred kits were delivered to food banks, preschools, and social service agencies selected by the participating employees. These kits are crucial for food bank clients who are unable to use SNAP and EBT benefits to buy necessary nonfood items, like toothbrushes and toothpaste. Employees contributed approximately 140 service hours for this project.

*Provided scholarship funds to Quinsigamond Community College and Springfield Technical Community College to ease the financial burden for students of color pursuing a degree in dental hygiene.*



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### **PLACE OF BUSINESS**

One Chestnut Place  
10 Chestnut Street  
Worcester, MA 01608  
Fchp.org

### **TAX STATUS**

Not for Profit

### **PRESIDENT & CEO**

Richard P. Burke

### **POPULATIONS SERVED**

Commercial, Medicaid ACO, Dual-Eligible (Senior Care Options Program and PACE Program), and Medicare Advantage

### **NUMBER OF FULL-TIME EMPLOYEES**

1,248

## **Community Benefits Program**

Fallon Health is a mission-driven not-for-profit health care services organization based in Worcester, Massachusetts. For 45 years they have been improving health and inspiring hope in the communities they serve. Committed to caring for those who need them most, the organization prides itself on providing equitable access to coordinated, integrated care for its members with a special focus on those who qualify for Medicare and Medicaid. Fallon also serves as a provider of care through their Program of All-Inclusive Care for the Elderly (PACE).

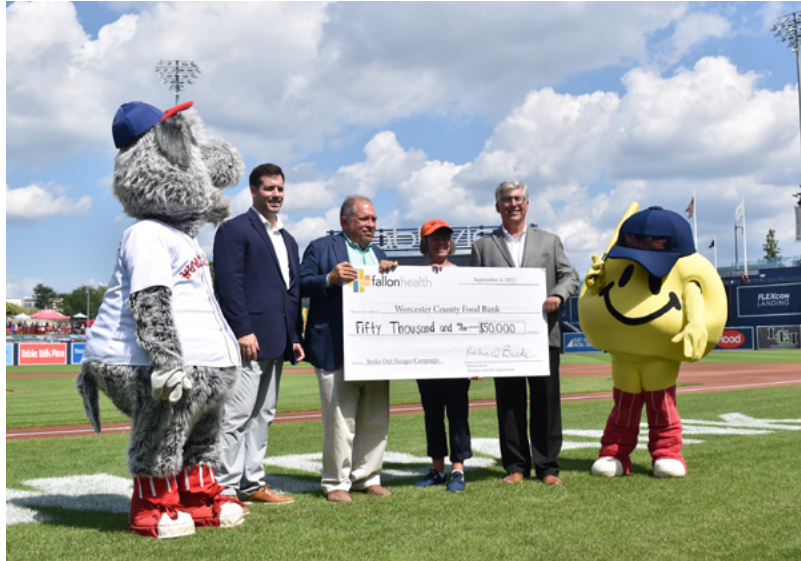
Fallon's mission guides them in the work they do in support of their members and the diverse communities they serve. They work cooperatively with health care and community-based organizations as well as state and federal agencies, to:

- Lead the creation of innovative health care solutions
- Seek healthy outcomes
- Improve access to health care services

The goals of the Fallon Health Community Benefits Program are to:

- Support programs that will improve the health status of economically underserved or at-risk populations including children, youth, and elders within their service area.
- Continue Fallon's role as a health educator by providing resources, hosting health and information programs, and bringing general information to the public through speaking engagements, programs, and the use of communication platforms.
- Convene key community stakeholders, providers, community-based organizations, and individuals to discuss escalating health issues that have a significant effect on the community's positive health outcomes and overall cost of care.
- Work collaboratively with other health care providers and community-based organizations to develop and implement programs targeting underserved or at-risk populations as determined by the needs of each of the communities they serve.

- Partner with businesses, community-based organizations, and local cities, towns, and state agencies to develop, support, and/or implement community health improvement plans and programs that are identified through local community health assessments and address the barriers that impact positive health outcomes.
- Continue to find ways to deliver or provide access to culturally competent, high-quality, low-cost health care coverage to people of any age, race, ethnicity, religion, ability, sexual orientation, gender identity, health status, and income level.



## 2021 Community Benefits Initiatives

**Community Impact Grant Program** — Fallon awarded \$110,000 in grants to 11 community-based organizations across its service area to help with COVID-19 recovery efforts. Funding priorities included mitigating food insecurity and social isolation among seniors. The grants were used to help fund innovative community-based programs that support areas or populations that are particularly vulnerable to food insecurity as a result of the COVID-19 pandemic or that provide services

to seniors that overcome or mitigate social isolation. The following organizations received funding:

- Berkshire Medical Center – Food and Families Program
- Boys & Girls Club of Worcester – The Club vs. Food Insecurity
- Central Massachusetts Housing Alliance (CMHA) – Elder Home Repair of Central Massachusetts Housing Alliance
- Community Harvest Project – Volunteer Farming Program
- Elder Services of the Berkshires – Senior Nutrition/Meals on Wheels
- Merrimack Valley Food Bank – Mobile Pantry Program
- Mill City Grows – Community Supported Agriculture
- Pernet Family Health Service – Emergency Assistance Pantry
- Regional Environmental Council – Urban Garden Resources of Worcester (UGROW)
- Saint Paul’s Elder Outreach – Saint Paul’s Elder Outreach
- South Congregational Church UCC – South Church Food Pantry

**Hunger Relief Funding** — Food insecurity has long been an issue nationally and in the local community and has been exacerbated by the COVID-19 pandemic. Fallon and the Worcester Red Sox partnered to raise critical funds and awareness of the issue. In 2021, the Strike Out Hunger campaign culminated in a \$50,000 donation to the Worcester County Food Bank. Plans to grow the initiative in 2022 are already in the works.

**Mini Grant Program** — Fallon Health’s Mini Grant program’s main purpose is to fund lower-cost projects of value to nonprofit organizations within Fallon’s service area. In 2021, Fallon awarded mini grants totaling \$125,175 to 37 organizations.

## 2021 Community Benefits Program Expenditures

Community-Clinical Linkages .....	\$ 37,500
Total Population or Communitywide Interventions .....	\$494,777
Access/Coverage Supports .....	\$ 16,000
Infrastructure to Support CB Collaborative.....	\$ 10,000
<b>Total Community Benefits Expenditures.....</b>	<b>\$558,277</b>

## Community Contributions and Involvement

In 2021, Fallon Health distributed \$1,024,673 to programs that met the goals of Fallon's Community Benefits program. This was accomplished through the distribution of more than \$715,644 in support of funding priorities, including grants, direct expenses, leveraged expenses, and staff and volunteer time. The health plan also supported other philanthropic initiatives totaling approximately \$304,100 in community sponsorships.

Fallon takes the initiative to personally visit the selected organizations to distribute the funds. This provides an important opportunity for them to learn more about the region's needs and how they can work together to be a continued resource.

Fallon's employees are encouraged to volunteer in the community, and each employee is provided eight hours of paid work time to do so. In 2021, Fallon employees spent 5,666 hours doing community service, of which 303 hours were used to serve Fallon Health-driven initiatives. Highlights of Fallon's giving, accomplished through grants or employee engagement, include:

- **United Way Campaign at Fallon Health** — The annual United Way campaign aligns with Fallon's mission to serve the health care needs of the community. Through the United Way, Fallon helps the most underserved or at-risk people in our community access food, shelter, transportation, job opportunities, and other valuable resources.
  - Fallon gives back through corporate giving and generous employee donations. A calendar of fundraising activities is developed so that employees can participate in a way that works best for them. If able, they are also encouraged to make a personal donation via payroll deduction with the option of designating funds to the United Way in their region or to a charity of their choice.
  - In 2021, Fallon employees used approximately 99 hours to support the United Way's campaign activities. These efforts helped raise approximately \$61,442, with a majority of funds distributed to United Way of Central Massachusetts. The remaining funds were distributed to United Way of Tri-County, Inc., United Way of Massachusetts Bay & Merrimack Valley, United Way of North Central Massachusetts, United

Way of South Central Massachusetts, United Way of Central & Northeastern Connecticut, United Way of Greater Fall River, United Way of Buffalo & Erie County, United Way of Greater Mercer County, and United Way of Rhode Island.

- **Fallon Community Engagement, Volunteer Leadership, and Event Participation** — Fallon Health employees at all levels are deeply engaged in supporting community outreach efforts. In 2021, a number of employees donated their time and talents to serve on boards and committees throughout the state, including those of the American Heart Association, the Boys & Girls Club of Worcester, the United Way of Central Massachusetts, YWCA of Central Massachusetts, CASA Project, Reliant Foundation, the Greater Worcester Community Foundation, the Worcester Regional Chamber of Commerce, and the Girls Scouts of Central and Western Massachusetts.

*Fallon awarded \$110,000 in grants to 11 community-based organizations across its service area to help with COVID-19 recovery efforts. Funding priorities included mitigating food insecurity and social isolation among seniors.*

- **Support for Food Pantries** — In 2021, Fallon continued its focus on supporting food pantries to feed underserved or at-risk older adults, families, and children, including the Hockomock Area YMCA, Worcester Families Feeding Families, and the Berkshire Medical Center's Food and Families program. In addition, employees provided meals for 469 families across key service areas with their Feed-a-Family program in Berkshire County, Springfield, Leominster, Lowell, Webster, and Worcester, amounting to \$28,100 in food donations.
- **Leading Workgroups** — Fallon engaged community and corporate leaders, nonprofit/community organizations, business partners, and providers by participating in and leading workgroups with the Worcester Together Group, formed at the beginning of the COVID-19 crisis to address community deficiencies caused by the pandemic.

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AllWays Health Partners  
Cigna

Commonwealth Care Alliance  
Delta Dental  
Fallon Health

Health New England  
Point32Health  
Senior Whole Health

UniCare  
UnitedHealth Group  
WellSense Health Plan



## Health New England

### PLACE OF BUSINESS

One Monarch Place, Suite 1500  
Springfield, MA 01144-1500  
Healthnewengland.org

### TAX STATUS

Not for Profit

### PRESIDENT & CEO

Richard Swift

### POPULATIONS SERVED

Commercial, Medicaid, and Medicare  
Advantage

### NUMBER OF FULL-TIME EMPLOYEES

392

## Community Benefits Program

Health New England's Community Benefits Program is intended to help people attain their full health potential and to reduce barriers that cause disadvantages due to social determinants of health factors that adversely affect the health of the community. The program seeks to positively impact several health priority areas – built environment (food insecurity, housing, transportation), care coordination, chronic conditions, mental health and substance use disorder, and the need for increased physical activity and a healthy diet. Additionally, the overall program addresses social determinants of health such as lack of resources to meet basic needs such as safe neighborhoods and employment, educational attainment and literacy, and institutional racism.

## 2021 Community Benefits Initiatives

**“Where Health Matters” Grant Program** — In 2021, Health New England awarded a total of \$400,000 in grants to support programs in three organizations:

1. Girls on the Run Western MA (GOTR) received \$100,000 in funding over two years to support their Expansion of Girls on the Run Program. Over the next two years, GOTR will double their programming with the goal of improving physical and social emotional health outcomes among 3rd-8th grade girls in Chicopee, Holyoke, and Springfield schools.
2. The Care Center received \$150,000 in funding over three years to support the “Roque House and Cultural Center.” Over the next three years, The Care Center will provide a stable, inspiring, and safe home for young families by supporting a live-in artist and counselor to add to a vibrant learning community of young mothers in the process of obtaining their college degree.
3. Wellspring received \$150,000 in funding over three years to support the “Go Fresh Mobile Market Program.” Over the next three years, Go Fresh Market will 1) double the number of people to whom it provides access to fresh, healthy, local foods; 2) enact a pilot program to expand the Go Fresh farmers market throughout winter,

providing year-round access to healthy foods; 3) partner with local health clinics to establish a food referral program that meets the needs of patients with chronic conditions through education and access to healthy foods; and 4) continue to support minority and immigrant farmers via the Wellspring Harvest greenhouse program in the Indian Orchard neighborhoods.

In 2021, Health New England continued to support Where Health Matters grantees in year two of the grant program.

1. In 2020, Clinical & Support Options (CSO) received funding over three years to support the Friends of the Homeless – Care Coordination Support program, which develops and implements medical prevention and response strategies, coordinates medical care, and creates greater access to behavioral health care for those who are homeless while improving individual capacity for self-efficacy. The program reaches 80 adult men and 20 women annually, or 300 clients over three years. CSO is currently in year two of their grant program, as the grant runs from October 2020 to September 2023.
2. In 2020, The Food Bank of Western Massachusetts (Food Bank) received funding over three years to support the “Food Insecurity Screening and Referral Initiative.” This program serves food-insecure patients who screen positive for food insecurity but do not qualify for MassHealth Flexible Services because they do not fall into the patient priority group categories (do not meet specific qualifications). The Food Bank is currently in year two of their grant program, as the grant runs from October 2020 to September 2023.

**COVID-19 Mini Grants** — Health New England awarded \$200,000 in COVID-19 mini grants to provide flexible resources to more than 67 local nonprofit organizations that serve the most vulnerable communities impacted by the COVID-19 pandemic. Organizations could receive up to \$5,000 for programs, and Health New England awarded an average grant amount of \$3,000. All funded programs supported the most vulnerable communities impacted by the pandemic, and focused

on addressing access to healthy foods, childcare, chronic conditions, COVID-19 vaccine education and outreach, digital divide, education, housing needs, lack of resources to meet basic needs, mental health and substance use, pediatric/adolescent isolation and anxiety due to COVID, preventive health such as physical activity and nutrition, and racial health equities and disparities.

**Diversity, Equity, Inclusion, Belonging (DEIB) Mini Grants** — Health New England awarded \$64,000 in DEIB mini grants to 15 local nonprofit organizations. A total of \$5,000 was awarded to two organizations supporting paid internships for emerging youth leaders. A total of \$20,250 was awarded to five organizations supporting programs that address gender identity and sexual orientation. A total of \$38,750 was awarded to eight organizations supporting programs that address food insecurity.

*Health New England awarded \$200,000 in COVID-19 mini grants to provide flexible resources to more than 67 local nonprofit organizations that serve the most vulnerable communities impacted by the COVID-19 pandemic.*

**Baystate Health Foundation** — Health New England continued to support the Baystate Health Foundation by supporting the Baystate Collaborative Problem Solving (CPS) Training Program. Implementation of the CPS model will improve the quality of care and reduce the incidence of high-risk behaviors in behavioral health patients across the Baystate Children’s Hospital system. This will help hospital staff, families, and youth develop skills to better manage the challenges associated with pediatric behavioral health patients being treated across the Baystate Children’s Hospital continuum of care.

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Cigna

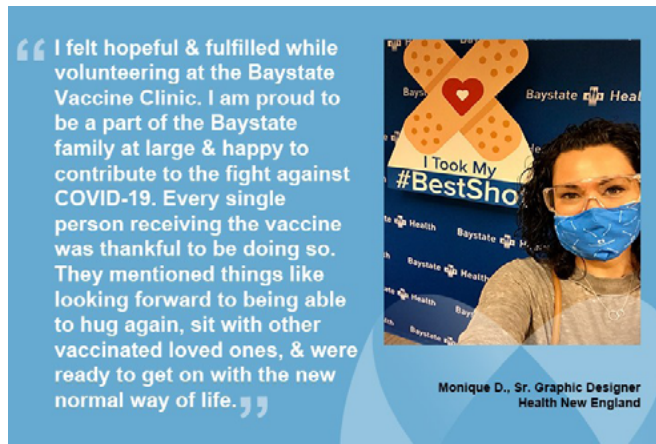
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UnitedHealth Group  
WellSense Health Plan

## 2021 Community Benefits Program Expenditures

Community-Clinical Linkages .....	\$ 90,000
Total Population or Communitywide Interventions .....	\$493,000
Direct Clinical Services.....	\$117,000
<b>Total Community Benefits Expenditures.....</b>	<b>\$700,000</b>



Volunteerism is central to Health New England’s mission to act as a leading corporate citizen. With the health and safety of all being the most important, Health New England associates were not able to volunteer to the extent that they were able in previous years. However, with the motto “We Are One Baystate,” Health New England employees volunteered over 1,200 hours at the Baystate Health COVID-19 Vaccine Clinics throughout the year. Additionally, Health New England leveraged in-kind donations and services such as supplies and print and graphic design to many nonprofit community organizations. Also, many of the organization’s leaders continued serving on boards of area nonprofit community organizations as a way to share their expertise and give back to the community.

## Community Contributions and Involvement

Health New England supports organizations that address several social determinants of health (built environment, education, employment, housing, social environment, violence and trauma, chronic conditions, and mental health) and contributes to the community through charitable donations and sponsorships. In 2021, the company contributed \$700,000 to a variety of organizations, including Clinical and Support Options, New North Citizens Council, The Food Bank of Western Massachusetts, United Way of Pioneer Valley, Oasis Food Pantry, Gardening the Community, Nuestras Raices, The Public Health Institute of Western Massachusetts, the YMCA of Greater Springfield, and the Boys & Girls Club of Greater Holyoke.



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# Point32Health

## PLACE OF BUSINESS

1 Wellness Way

Canton, MA 02021

[www.point32health.org](http://www.point32health.org)

[www.point32healthfoundation.org](http://www.point32healthfoundation.org)

## TAX STATUS

Not for Profit

## PRESIDENT & CEO

Cain Hayes

## POPULATIONS SERVED

Commercial, Medicaid, Medicare, and Dual-Eligible Programs (Senior Care Options and One Care)

## NUMBER OF FULL-TIME EMPLOYEES

4,241

## Community Benefits Program

Point32Health is a leading health and well-being organization, delivering an ever-better health care experience to everyone in the communities it serves. Building on the quality, nonprofit heritage of its founding organizations, Harvard Pilgrim Health Care and Tufts Health Plan, Point32Health leverages its experience and expertise to help people find their version of healthier living through a broad range of health plans and tools that make navigating health and well-being easier.

The 2021 Community Benefits Program represents reporting for Harvard Pilgrim Health Care, Inc., Tufts Associated Health Maintenance Organization, Inc., and Tufts Health Public Plans, Inc.

The Point32Health Community Benefits Program is delivered through several components: 1) the dedicated resources of Point32Health Foundation; 2) their Corporate Citizenship programs, including significant giving and volunteer service; 3) research and education activities conducted by the Harvard Pilgrim Health Care Institute; and 4) clinical innovation and quality programs. Note: In 2022, Harvard Pilgrim Health Care Foundation and Tufts Health Plan Foundation merged, and they are now operating as Point32Health Foundation.

These community investments embody a commitment to be relevant, flexible, and inclusive. The company and its foundations support nonprofit organizations working to increase access to healthy, affordable food and improve the lives of older people – with a focus on communities facing systemic barriers. Their purpose is to work with communities to support, advocate for, and advance healthier lives for everyone.

Through its foundation, Point32Health's corporate citizenship efforts include match, mini-grant, and volunteer programs, extending opportunities to give more broadly to the community. Board members and employees of Point32Health companies are eligible for the match programs. In 2021, 51% of employees and 59% of board members participated in one or more of these programs. With donations, fundraising, and volunteer service, plus the foundation matches, Point32Health and its employees delivered more than \$2.5 million to more than 1,000 nonprofits (70% was contributed to nonprofits serving Massachusetts communities). These organizations promote health and wellness in diverse communities

throughout the Commonwealth and support their community benefits mission. Point32Health companies also support community organizations and programs through company-sponsored volunteering, board service, sponsorships, and in-kind and other donations.

Point32Health promotes and supports additional initiatives in the community through company efforts including employee civic engagement, employee and business diversity and inclusion, employee development, environmental sustainability initiatives, high standards for governance and ethics, and customer privacy and satisfaction.

*In 2021, Point32Health invested more than \$9.7 million in nonprofits serving communities in Massachusetts.*

These efforts demonstrate how they live their values to be a good neighbor and to practice good corporate citizenship. Point32Health recently earned national honors for their community focus. They were named to The Civic 50 by Points of Light, the world's largest nonprofit dedicated to volunteer service. The award recognizes 50 companies nationwide for superior corporate citizenship programs based on the 2021 reporting year and showcases how companies can use their time, skills, and resources to drive social impact in communities and within their companies.

## 2021 Community Benefits Initiatives

In 2021, Point32Health invested more than \$9.7 million in nonprofits serving communities in Massachusetts. Their focus expanded to include funding support to COVID-19 vaccine education, awareness, and outreach in communities of color; implementation of age-friendly policies and practices that focus on equity and include older people in the process; and improving access to healthy local produce for children

and families in communities where these foods are difficult to find and/or afford. Specifically, Point32Health and its foundations:

- Gave \$3.7 million in grants to organizations serving Massachusetts communities, including \$350,000 above their annual grantmaking to support vaccine education, awareness, and outreach in communities of color.
- Gave \$5 million in direct and in-kind investment to support the Harvard Pilgrim Health Care Institute's research to improve health care delivery and population health.
- Gave \$1.3 million in 19 Clinical Innovation and Quality Grant projects to improve care by reducing barriers. Thirty-four percent of these grants supported projects in Massachusetts.
- Continued a \$1 million, five-year commitment to support the Asian Community Fund, the Latino Equity Fund, and the New Commonwealth Racial Equity and Social Justice Fund.
- Collaborated with community health centers to deploy Mobile Vax Buses to deliver COVID-19 vaccines in communities across the Commonwealth, including Chelsea, Chicopee, East Boston, Everett, Holyoke, and Revere. Point32Health invested \$1.1 million in and facilitated the administration of a total of 3,725 vaccine shots through 33 clinics in Massachusetts.
- Made significant multiyear investments to build statewide and New England-wide networks that advance and increase the number of age- and dementia-friendly communities across the Commonwealth and improve the quality of and access to evidence-based programs serving older people. Investments were made in Chicopee, Gloucester, Holyoke, Lawrence, Lowell, Rockport, South Hadley, Springfield, and Waltham.
- Was a key funder of Dementia Friendly Massachusetts, a grassroots movement to make communities throughout the state "dementia friendly." In dementia-friendly communities, people with dementia feel safe and supported; 200 cities and towns are engaged in dementia-friendly activities; 85 have signed the dementia-friendly pledge.



- Provided grant support and participated in the leadership of the Massachusetts Healthy Aging Collaborative (MHAC), which promotes statewide efforts to improve the systems that impact the well-being and health outcomes of older adults.
- Collaborated with MHAC, the Executive Office of Elder Affairs, the Massachusetts Chapter of AARP, Massachusetts Councils on Aging, and other community partners to complete a year two progress report on the Commonwealth's Age-Friendly Action Plan. The foundation supported the implementation of the plan and earmarked \$250,000 over five years (2018-2022) to advance efforts to make Massachusetts the best place to grow up and grow old.
- Invested more than \$940,000 to address systemic solutions to food insecurity and to support programs delivering fresh, healthy food, including investments to expand capacity of mobile markets and other local organizations.
- Made housing insecurity and rental relief priorities in many communities. The foundation supported Housing Navigator Massachusetts, 2Life Communities, and Revitalize Community Development Corporation.
- Gave a \$225,000, three-year grant to the Massachusetts Association for Mental Health to expand behavioral health access for older people through advocacy.
- Through the Momentum Fund, supported a broad range of nonprofits working at the grassroots level to respond to both emergency and recovery efforts as the pandemic continued throughout 2021. Through the Momentum Fund, the foundation supported 10 organizations with grants of \$10,000 each for general operating.
- Continued to provide grantees with flexibility in various ways, including waiving reporting requirements and freedom to adjust grant resources to focus on COVID-19-related work.

- Through a unique partnership with Lawyers for Civil Rights, supported a COVID-19 vaccine ambassador program with small businesses in New Bedford and Fall River owned by people of color, women, and veterans.

## 2021 Community Benefits Program Expenditures

Grants:.....	\$3,745,395
Sponsorships.....	\$1,375,248
Matching Gifts .....	\$1,187,353
In-kind Donations .....	\$ 229,478
Value of Employee Volunteerism .....	\$ 160,805
Additional Community Benefits .....	\$3,016,075
<b>Total Community Benefits Expenditures.....</b>	<b>\$9,714,354</b>

## Community Contributions & Involvement

In 2021, Point32Health made donations and sponsored events throughout the Commonwealth:

- More than 200 Point32Health employees, family members, and friends participated in the Walk to End Alzheimer's in Massachusetts. The effort raised a combined \$163,000+, including a match from the foundation. For the seventh year in a row, their team was named the #1 fundraising team in Massachusetts. Since 2012, their teams have contributed nearly \$1.4 million to support research, education, and services.
- Nearly 1,000 employees volunteered in 2021. In total, employees completed 5,369 hours with nonprofits (more than 80% with Massachusetts nonprofits). The monetary value (based on the nonprofit Independent Sector calculation) is nearly \$190,000 and enhances the impact their community partners have on individuals they serve.

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- In addition, employees donated nearly \$50,000 in goods through drives supporting organizations addressing food and housing security, economic stability, and other social determinants of health (55% of items were donated to Massachusetts nonprofits).
- The foundation extended the match program to support organizations addressing systemic racism and responding to the COVID-19 pandemic and natural disasters. Nearly \$100,000 was contributed to nonprofits through these special match programs. Overall donations from employees and board members plus foundation matches and employee-designated mini grants resulted in more than \$2.3 million going to more than 1,000 nonprofits (70% went to those serving Massachusetts communities).
- Harvard Pilgrim Health Care and Tufts Health Plan, Point32Health companies, were in the top 25 of Boston Business Journal's list of Top Charitable Contributors in Massachusetts.
- Employee Needs Fund helps employees in their organization cope with unexpected financial hardships. In 2021, employees in need of financial support received grants totaling nearly \$47,000.
- Because health starts where people live, work, and play, Point32Health's corporate citizenship work will continue to focus on community factors influencing health (social determinants of health). Employee volunteer opportunities and drives support organizations advancing economic stability, food and housing security, neighborhood and built environment, and education. In 2022, they will continue to offer virtual volunteer and drive opportunities, making it easier to engage, and in-person volunteer opportunities when possible. This again will include participation in the Walk to End Alzheimer's as well as NAMI walks in support of mental health awareness.
- The foundation will continue to offer Match and Volunteer Time Off programs. A new year-round double match will be available for donations to organizations addressing justice and equity in the states they serve. The new initiative aims to incentivize giving to nonprofits advancing social and racial justice as well as eliminating systemic barriers.

- To honor and recognize employees and nonprofit organizations making a meaningful contribution to its community, Point32Health will continue to celebrate the Community Spirit Awards.

## Creating a Shared Future: Point32Health Corporate Citizenship Report 2021



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### PLACE OF BUSINESS

1075 Main Street, Ste. 400

Waltham, MA 02451

<https://www.molinahealthcare.com/members/ma/en-US/pages/home.aspx>

### PRESIDENT & CEO

William Graham

### POPULATIONS SERVED

Medicaid and Medicare Dual-Eligible Enrollees — Senior Care Options Program, Medicare Advantage Enrollees — Special Needs Plan and Nursing Home Certifiable

### NUMBER OF FULL-TIME EMPLOYEES

461

## Corporate Social Responsibility Program

As one of the first SCO plans in the Commonwealth, Senior Whole Health was founded in 2004 with the purpose of serving the unique needs of Massachusetts’ seniors who are eligible for Medicaid and Medicare and helping them stay in their own homes and communities. Senior Whole Health is committed to maximizing the quality of life, health, security, and independence of their culturally diverse members through collaboration with members, providers, and community-based organizations. Senior Whole Health has a vibrant corporate social responsibility initiative to support the communities they serve. They are constantly identifying grassroots organizations in Massachusetts communities and making donations that have lasting impact.

Effective January 1, 2021, Senior Whole Health became part of Molina Healthcare, Inc., an organization with an identical focus on providing care to individuals in government-sponsored programs (Medicare and Medicaid). Molina shares a commitment to supporting its members and others in its communities through charitable programs and partnerships with community organizations.

In its 40-year history, Molina Healthcare has been a champion of community involvement and charitable giving. Today, through the company’s charitable foundation, The MolinaCares Accord, Molina oversees a community investment platform that improves the health and well-being of disadvantaged populations by funding meaningful, measurable, innovative programs and solutions that improve health, life, and living where it matters most in our local communities. Molina Healthcare believes that everyone has the right to high-quality health care, and it is working to erase disparities that keep people from achieving their true potential. In 2021, the MolinaCares Accord committed over \$8.8 million in charitable contributions to communities across the country through philanthropic investment, educational programing, and community partnerships.

In 2021, Senior Whole Health, its parent company, Molina Healthcare, and the MolinaCares Accord provided more than \$100,000 to help support Senior Whole Health members and the communities they serve, including \$67,812 to local and regional food

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banks to address food insecurity and more than \$50,000 in direct financial support for community-based organizations throughout the Commonwealth.

## 2021 Community Support Initiatives

Food Insecurity Support – In 2021, Senior Whole Health provided \$67,812 to support the following local and regional food banks:

- Greater Boston Food Bank
- Merrimack Valley Food Bank
- Worcester County Food Bank
- Food Bank of Western Massachusetts

Additionally, in 2021, Senior Whole Health began using Farm Box, a company that provides fresh, organic produce delivered directly from local farms right to members' homes, to help improve healthy eating for at-risk populations with metabolic conditions.

Other Community Contributions – In 2021, Senior Whole Health made \$50,000 in financial contributions to various community-based organizations and charitable foundations throughout Massachusetts. These include:

- The Massachusetts Alzheimer's Foundation – Senior Whole Health is a proud supporter of the Alzheimer's Foundation, the leading voluntary health organization working to advance research to end Alzheimer's and provide care and support for individuals affected by Alzheimer's and other dementias.
- The Boys & Girls Clubs of Boston (BGCB) /Mattapan Teen Center – The BGCB serves young people ages 6 to 18, including those who have limited affordable access to physically and emotionally safe environments, quality experiences, and enriching opportunities. BGCB equips members with the skills, knowledge, training, and education they need to pursue their goals and interests, providing homework help and tutoring, enriching learning activities, parental

involvement, and collaboration with schools. Ninety-nine percent of BGCB seniors graduated from high school last spring.

- The Latino Health Insurance Program – Located in Framingham, the Latino Health Insurance Program helps individuals apply for health insurance coverage and supplemental nutrition assistance (SNAP) and provides COVID-19 education and screening and health education in chronic disease management for residents of Massachusetts.

*In 2021, Senior Whole Health, its parent company, Molina Healthcare, and the MolinaCares Accord provided more than \$100,000 to help support Senior Whole Health members and the communities they serve, including \$67,812 to local and regional food banks to address food insecurity and more than \$50,000 in direct financial support for community-based organizations throughout the Commonwealth.*

- Father Bill's & MainSpring – Located in Quincy, this organization works to end and prevent homelessness in Southern Massachusetts by providing programming and emergency and permanent housing, and by helping people obtain skills, jobs, housing, and other necessities.

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## Additional Community Involvement

In addition to financial contributions, Senior Whole Health is proud of the commitment their employees have to the communities they serve. Senior Whole Health's volunteer program provides volunteer opportunities to employees, and the company participates in a variety of philanthropic activities, advancing its mission of providing access to people in need while empowering employees and collaborating with mission-driven community-based organizations.

In addition to volunteer efforts undertaken by our employees, Senior Whole Health hosted 20 Flu Clinics in and around Boston for anyone wishing to receive the vaccine.



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### PLACE OF BUSINESS

300 Brickstone Square, 8th Floor  
Andover, MA 01810  
unicaremass.com

### TAX STATUS

For Profit

### GENERAL MANAGER

David Morales

### POPULATIONS SERVED

State and Municipal Employees,  
Retirees, and Their Families, Insured  
Through the Commonwealth of  
Massachusetts Group Insurance  
Commission

### NUMBER OF FULL-TIME EMPLOYEES

200

## UniCare's Community Giving Program

UniCare, its charitable arm, the UniCare Foundation, and the company's associates have deep roots in the Massachusetts communities where they live and work. They are committed to improving lives and the health of local communities and helping build a stronger and healthier Massachusetts. They partner with numerous local nonprofit organizations in the state that share their commitment to identifying health care needs and addressing social drivers like food, housing, and social and financial circumstances that impact the whole health of individuals as well as communities.

## 2021 Community Giving Highlights

Armed with their mission of creating a healthier generation of Bay Staters, in 2021 the company partnered with nonprofit organizations that are not only addressing physical and mental health but also helping to eliminate health disparities and economic insecurity. Focus areas included:

- **Food insecurity** — Food insecurity is the most commonly reported unmet social need in the U.S., and that is why UniCare focuses many of its charitable efforts on programs that improve access to nutritious food. Organizations UniCare supported in Massachusetts in 2021 include the United Way of Massachusetts Bay and Merrimack Valley, the Food Bank of Western Massachusetts, the Giving Garden in North Andover, and Lazarus House in Lawrence. Through \$30,000 in grants, the UniCare Foundation provided healthy meals and supported fitness and nutrition programming to help local kids develop lifelong healthy habits at three Boys & Girls Clubs in Boston, Lowell, and Springfield.
- **Mental health** — UniCare is educating its members about the importance of taking care of their mental health as part of their overall health, helping connect them to behavioral health care services when needed, and supporting organizations like NAMI Massachusetts that work to break the stigma of mental illness.

- **Supporting the needs of their communities** — UniCare is committed to supporting the specific health and social needs of the communities they serve, such as sponsoring the American Lung Association’s Fight for Air Climb Boston to support critical respiratory research, donating to the Lowell Sun Santa Fund to help Merrimack Valley families in need have a happy holiday, and purchasing gift bags filled with personal care items for the veterans served by the Montachusett Veterans Outreach Center. Other community organizations the company supported include the Latino Law Enforcement Group of Boston, Fisher House Boston, and the Play Ball Foundation.

## 2021 Community Giving Expenditures

Total 2021 Community Giving in Massachusetts:..... \$499,389



UniCare associates volunteered at the Giving Garden in North Andover in the fall of 2021 as part of the company's season of service.

## Community Engagement

At UniCare, they believe that giving back is not only a privilege but also a responsibility to make a positive impact on the individual lives they touch and the broader communities in which they operate. The company fosters a culture of service by allowing associates to use up to eight hours of paid time off to volunteer. Associates can also earn financial rewards, which they can direct to nonprofit organizations in exchange for their volunteer hours, and receive matches for contributions to a number of health-related nonprofits, dollar for dollar, up to an annual maximum match of \$5,000.

*Through \$30,000 in grants, the UniCare Foundation provided healthy meals and supported fitness and nutrition programming to help local kids develop lifelong healthy habits at three Boys & Girls Clubs in Boston, Lowell, and Springfield.*

In 2021, UniCare associates spent 934 hours volunteering in their local communities, whether in person, virtually at home, or through Anthem Volunteer Days.

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# UNITEDHEALTH GROUP®

## HEADQUARTERS

9900 Bren Road East  
UnitedHealth Group Center  
Minnetonka, MN 55343  
uhc.com

## TAX STATUS

For profit

## LEADERSHIP

**UnitedHealth Group:** Sir Andrew Witty

**UnitedHealthcare Employer & Individual New England:** Tim Archer

**UnitedHealthcare Community & State Massachusetts:** John Madondo

**OptumHealth:** Dr. Wyatt Decker

## POPULATIONS SERVED

Commercial, Senior Care Options, One Care, MassHealth, and Medicare

## NUMBER OF FULL-TIME EMPLOYEES IN MASSACHUSETTS

5,000

## Community Benefits Program

The United Health Foundation is committed to developing and supporting innovative and evidence-based activities that help the health system work better. The foundation identifies meaningful partnerships and initiatives that have the potential to be scaled, leading to improved access to care, better health outcomes, and healthier communities.

In addition to the United Health Foundation, UnitedHealth Group (UHG) entities operating in Massachusetts, including United Healthcare Employer & Individual, UnitedHealthcare Community & State, and Optum, partner with local nonprofits to support and give back to their communities.





## 2021 Community Benefits Initiatives, Expenditures, and Involvement

In 2021, UnitedHealth Group contributed more than \$1.1 million to philanthropic activities across the state and employees volunteered more than 65,000 hours giving back to their local communities. Contributions and volunteer support were provided to organizations throughout Massachusetts, including:

- Alzheimer's Association
- American Diabetes Association
- American Heart Association
- Community Connections Foundation
- Cystic Fibrosis Foundation
- Developmental Evaluation and Adjustment
- Dreambuilders Foundation
- FriendshipWorks
- FSH Society
- Greater Boston Foodbank
- Kaboom
- Lawrence General Hospital
- NACD
- NAMI
- New England Patriots Charitable Foundation
- Open Sky Community Services
- Perkins School for the Blind
- South Boston Neighborhood House
- Taunton Diversity Network
- United Way Worldwide
- VK East Bridgewater
- West Mass Eldercare
- Woman's Lunch Place

*In 2021, UnitedHealth Group contributed more than \$1.1 million to philanthropic activities across the state and employees volunteered more than 65,000 hours giving back to their local communities.*

Aetna/CVS Health  
AllWays Health Partners  
Cigna

Commonwealth Care Alliance  
Delta Dental  
Fallon Health

Health New England  
Point32Health  
Senior Whole Health

UniCare  
UnitedHealth Group  
WellSense Health Plan



### PLACE OF BUSINESS

529 Main Street  
Boston, MA 02129  
wellsense.org

### TAX STATUS

Nonprofit

### PRESIDENT AND CEO:

Heather Thiltgen

### POPULATIONS SERVED

Commercial, Medicaid, and Senior  
Care Options

### NUMBER OF FULL-TIME EMPLOYEES

670

## Community Benefits Program

WellSense Health Plan's Community Benefits Program is dedicated to educating the public about affordable health care programs, supporting local organizations, and expanding health equity throughout the communities it serves. The health plan works directly with local charities and community health centers to focus outreach efforts on initiatives serving populations disproportionately impacted by social determinants of health.

Note: WellSense Health Plan was formerly known as BMC HealthNet Plan.

## 2021 Community Benefits Initiatives

**Food and Nutrition Program** — WellSense partnered with community benefit organizations to implement a flex services program that provides food and nutrition support to accountable care organization (ACO) members. The program includes food delivery, financial assistance to the Supplemental Nutrition Assistance Program (SNAP), education regarding diet and nutrition, and culturally relevant food options.

**Housing Support** — WellSense provided targeted support for housing insecurity and homelessness for their ACO members. The health plan worked with two housing authorities to prioritize access to housing for its most clinically vulnerable members. This work included advocating for state and city policies that addressed homelessness, providing housing navigation support to access units for members with Section 8 vouchers, and offering legal advocacy for members at risk of eviction. In addition, WellSense partnered with housing service organizations through a flex services program to provide housing stabilization and housing searches for ACO members.

**Mental Health Initiative** — WellSense provided sponsorship funding to NAMI for the alliance's annual walk. Their donation helps provide education, advocacy, support, and public awareness that improves the lives of people with mental illnesses.

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UnitedHealth Group  
WellSense Health Plan

**COVID-19 and Vaccination Outreach** — WellSense implemented initiatives to keep members informed about COVID-19, including information on testing and vaccination safety, efficacy, and access. Efforts included:

- Providing member education about COVID-19, including the value of testing, the need for protection measures, and the facts regarding common misconceptions about the virus.
- Providing a COVID-19 resource center on the health plan website that included FAQs about COVID-19 and vaccines, resources for mental wellness during isolation, and information about the best ways to stay healthy, including how to safely seek care during the pandemic.
- Leveraging social media to disseminate information about testing and vaccination sites as they became available.
- Segmenting member outreach for vaccinations to target individuals who became eligible during select phases of the vaccine rollout.
- Deploying campaigns for populations segmented by region to encourage vaccination and testing based on availability in their communities.
- Assisting in Boston Medical Center's COVID-19 recuperation unit for COVID-19 patients without stable housing.
- Offering routine symptom screening triage and navigation for COVID-19 care for members enrolled in care management programs.
- Targeting outreach for COVID-19 vaccine education and scheduling and advocating for the greater health system to remove barriers to vaccine access for vulnerable communities:
  - Advocated for homebound vaccination programs.
  - Addressed regional access to COVID-19 vaccines where resources were scarce.
  - Coordinated transportation to and from vaccine appointments.
  - Advocated for member vaccination prior to hospital discharge.

## 2021 Total Community Benefits Expenditures

**Sponsorships and Donations.....\$117,699**

*WellSense partnered with housing service organizations through a flex services program to provide housing stabilization and housing searches for ACO members.*

## Community Contributions and Involvement

WellSense has a long history of working with community and social service organizations that are dedicated to serving the needs of populations that face adversity in achieving and maintaining their health. WellSense has a regular presence in the community and collaborates with many local and culturally focused organizations that act as voices for these populations across the state. They leverage the expertise of community partners throughout Massachusetts to address social issues that impact residents.

In 2021, volunteering and community events were paused due to the COVID-19 pandemic, but health plan employees continued to support community organizations and community health centers by donating food, clothing, holiday gifts, diapers, school supplies, and personal protective equipment (PPE).

Community involvement initiatives included:

- Distributing PPE to community health centers, senior housing facilities, hospitals, long-term service and support providers, community organizations, and schools. The supplies included 9,727 masks, 1,300 pairs of gloves, and 3,615 bottles of hand sanitizer.

- Leading efforts to bring healthy food to members through Fresh Truck Pop-up Markets, providing fresh produce to 1,149 members in their local communities.
- Donating 10,036 diapers and cases of wipes to community health centers and community organizations.
- Donating 206 pairs of sneakers to community health centers, churches, and community organizations.
- Providing backpacks and school supplies to community organizations, churches, and community health centers.
- Offering BMC Teaching Kitchen classes to educate members on how to make healthy meals and lead healthier lifestyles.
- Donating more than 200 holiday gifts to Interfaith Social Services and 93 turkeys to food pantries, community health centers, and churches during the holiday season.



*Local community members featured picking up fresh fruits and vegetables during two Fresh Truck Pop-up Markets at the Codman Community Health Center (July and August 2021).*



# MAHP

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ASSOCIATION *of*  
HEALTH PLANS

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