



MAHP
MASSACHUSETTS
ASSOCIATION *of*
HEALTH PLANS

MAHP Member Plans Community Giving Initiatives 2020 Report



Click on logos here or in blue header on following pages to navigate to a specific plan.



UNITEDHEALTH GROUP®

Note: Harvard Pilgrim Health Care and Tufts Health Plan have combined to create Point32Health.

Dear Friends,

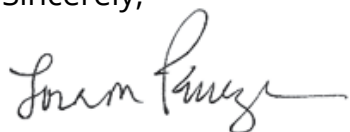
Year after year, MAHP member plans are ranked the best in the nation for quality of care and member satisfaction. In addition to providing best-in-class health care coverage, our members demonstrate a strong commitment to the communities they serve through vital and innovative community benefit and giving programs. These programs support a wide range of services tailored to promote and encourage a healthier and more equitable Commonwealth.

As I look back on 2020, I am reminded of the many ways MAHP member health plans supported their members, their provider partners, and their communities. During a difficult year, MAHP member plans continued to provide high-quality, affordable, and equitable health care coverage to nearly 3 million Massachusetts residents while meeting very real and new challenges brought on by the COVID-19 pandemic.

I am pleased to share with you our new report, which summarizes community benefit and giving programs that MAHP member plans established or supported in 2020. Not surprisingly, many health plans' community efforts in 2020 targeted COVID-19 pandemic relief, with a particular focus on food and economic security, housing support, and closing health equity gaps.

We hope you agree that the work of our health plans contributes in important ways to the health and wellbeing of our Commonwealth. As the pandemic has taught us, we are all in this together! Supporting each other and our communities will get us through these unprecedented times, and we will emerge stronger and better.

Sincerely,



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



PLACE OF BUSINESS:

399 Revolution Drive
Somerville, MA 02145
Allwayshealthpartners.org

TAX STATUS

Not for Profit

PRESIDENT & CEO

Steven Tringale

POPULATIONS SERVED

Commercial, Medicare and Medicaid

NUMBER OF FULL-TIME EMPLOYEES

447

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.

2020 Community Benefits Initiatives

Throughout the COVID-19 pandemic, AllWays Health Partners partnered with several programs and organizations to support the health of communities, including the Boston Resiliency Fund, created by the City of Boston to distribute critical resources to frontline workers, health care providers, and Boston families impacted by the COVID-19 crisis, as well as Home Start Inc., to prevent, home evictions of 22 low-income families residing in Greater Boston that have fallen behind on their rent.

Community Resources During the COVID-19 Pandemic

To help individuals cope with the challenges of the COVID-19 pandemic, AllWays Health Partners offered free live and recorded webinar workshops to the public. As part of Mass General Brigham, an integrated health care system, AllWays Health Partners connected webinar attendees to health care professionals on the frontlines to help manage health, work, family, and parenting; the webinar recordings are available on the AllWays Health Partners website.

Webinars available in 2020 included:

- Surviving and Thriving During a Pandemic: Cultivating Self-Care for Parents in the Trenches

- How to Combat Stress with Good Nutrition
- Five Elements of Health and Healing
- Strengthen Your Immune System: It's as Simple as A-B-C
- Burnout Prevention and Recovery
- Strengthening Relationships During Quarantine
- Mindful Parenting
- Be Your Own Hero
- Adolescent Psychology: The Parent Version
- Understanding and Enjoying Play with Your Child
- Benefits of Strength Training — With or Without Weights
- Ergonomics for Your Home Environment

2020 Community Benefits Program Expenditures

Total Expenditures..... \$4,421,791

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 2020, in response to the COVID-19 pandemic, AllWays Health Partners provided special funding to help support the communities that were hardest hit by the virus.

Through donations to food banks, homeless shelters, and behavioral health organizations, the health plan was able to provide essential services to Massachusetts residents whose health and wellbeing were most immediately impacted by COVID-19.

AllWays Health Partners supported COVID-19 relief by partnering with a variety of organizations, including the Boston Resiliency Fund, Home Start, Rosie's Place, Boston Healthcare for the Homeless, Women's Lunch Place, Elder Services of Merrimack Valley, Samaritans, Lazarus House Ministries, the Psychological Center Inc., Greater Lawrence Family Health Center, Lawrence General Hospital, East Boston Neighborhood Health Center, MGH Community Psychiatry, YWCA, YMCA, Oasis, Bread & Roses Soup Kitchen, Casa Nueva Vida, Neighbors in Need, St. Mary's Center for Women & Children, and the Food Bank of Western Massachusetts.

Provided Home Start Inc. a corporate sponsorship to prevent home evictions of 22 low-income families residing in Greater Boston that have fallen behind on their rent.

In 2020, due to the pandemic, AllWays Health Partners temporarily suspended its in-person employee volunteering engagement in alignment with public health guidelines, but continued supporting communities by participating in several virtual events:

- AllWays Health Partners sponsored the Cradles to Crayons virtual "Ready for Learning" event. Cradles to Crayons is an organization whose mission is to provide children from birth through age 12 living in homeless or low-income situations with the essential items they need to thrive. The fundraiser helped ensure that thousands of low-income and homeless Massachusetts students in kindergarten through grade 6 were fully prepared to return to learning in the fall and had the necessary school supplies to be ready for the year of learning.

- AllWays Health Partners held a virtual employee food drive during the holidays to help support Rosie's Place, an organization that provides wide-ranging support, education, and outreach services to 12,000 women a year. Employees' donations resulted in 431 food items (404 pounds of food).





PLACE OF BUSINESS

529 Main Street
 Boston, MA 02129
 BMCHP.org

TAX STATUS

Not for Profit

PRESIDENT & CEO

Heather Thiltgen

POPULATIONS SERVED

Commercial, Medicaid, and Senior
 Care Options

**NUMBER OF FULL-TIME
 EMPLOYEES**

549

Community Benefits Program

BMC HealthNet 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 that address social determinants of health for vulnerable populations.

2020 Community Benefits Initiatives

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

Housing Support — BMC HealthNet Plan 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 patients with Section 8 vouchers, and offering legal advocacy for patients at risk of eviction.

Mental Health Initiative — BMC HealthNet Plan provided sponsorship funding to the National Alliance on Mental Illness (NAMI) for the alliance’s annual walk. The donation helps provide education, advocacy, support, and public awareness that improve the lives of people with mental illnesses.

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

- Provided member education about COVID-19, including testing, protection measures, and correcting misconceptions about the virus.
- Developed and maintained a COVID-19 resource center on a 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 and how to seek care during the pandemic.
- Leveraged social media to disseminate information about testing and vaccination sites as they became available.
- Segmented member outreach for vaccinations to target individuals who became eligible during select phases of the vaccine rollout.
- Deployed campaigns for populations segmented by region to encourage vaccination and testing based on availability in their communities.
- Assisted in BMC’s COVID-19 recuperation unit for COVID-19 patients without stable housing.
- Offered routine symptom screening triage and navigation for COVID-19 care for members enrolled in care management programs.
- Targeted outreach for COVID-19 vaccine education and scheduling, and advocated 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 patient vaccination prior to hospital discharge.

2020 Total Community Benefits Expenditures

Sponsorships and Donations..... \$321,904

Targeted outreach for COVID-19 vaccine education and scheduling, and advocated for the greater health system to remove barriers to vaccine access for vulnerable communities.

Community Contributions and Involvement

BMC HealthNet Plan has a long history of working with community and social service organizations that are dedicated to serving the needs of vulnerable populations. They have a regular presence in the community and collaborate with many local and culturally focused organizations that act as a voice for underserved populations across the state. They leverage the expertise of community partners throughout Massachusetts to address social issues that impact residents.

In 2020, 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).



BMC HealthNet Plan staff featured with children of Academy Estates. The plan donated backpacks full of school supplies to the children living in Academy Estates.

Community involvement initiatives included:

- Distributed PPE to community health centers, senior housing facilities, hospitals, long-term service and support providers, community organizations, and schools; the supplies included: 10,707 masks, 2,200 gloves, and 18,214 bottles of hand sanitizer.
- Led effort to bring healthy food to members through Fresh Truck Pop-up Markets, which provided fresh produce to 790 members in their communities.
- Donated 40,592 diapers and cases of wipes to community health centers and community organizations.
- Donated 292 hygiene kits to churches, homeless shelters, and food pantries.
- Provided backpacks and school supplies to community organizations, churches, and community health centers.
- Offered BMC Teaching Kitchen classes to educate members on how to make healthy meals and lead healthier lifestyles.
- Donated more than 300 holiday gifts to Interfaith Social Services and 184 turkeys to food pantries, community health centers, and churches during the holiday season.



PLACE OF BUSINESS

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

TAX STATUS

For Profit

PRESIDENT & CEO

David M. Cordani

POPULATIONS SERVED IN MASSACHUSETTS

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

NUMBER OF EMPLOYEES IN MASSACHUSETTS

635

CIGNA CONNECTS CORPORATE RESPONSIBILITY REPORT

<https://www.cigna.com/about-us/corporate-responsibility/report/>

Community Giving Program

Central to its mission, striving to improve health is at the heart of everything Cigna does. That includes improving the health of its 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.

2020 Community Initiatives

Building Equity and Equality Program — This is a five-year, \$25 million initiative to expand and accelerate Cigna’s efforts to support diversity, inclusion, and equity for communities of color. Through the Cigna Foundation, the company continues to make grants available in an effort to eliminate barriers to health and to improve access to care. This includes addressing needs amplified by COVID-19, such as food insecurity and mental health.

Healthier Kids for Our Future — This is a five-year, \$25 million initiative to improve the health and wellbeing of children around the globe and around the corner in the communities where they live, work, and serve. This initiative is aligned with three of the 17 leading global challenges identified by the United Nations Sustainable Development Goals — zero hunger, good health, and wellbeing, with a focus on mental health and eradication of poverty.

Brave of Heart Fund — in April 2020, New York Life Foundation and the Cigna Foundation established the Brave of Heart Fund to offer financial support to the families of health care workers and volunteers who lost their lives to COVID-19. Cigna also provides behavioral and emotional support to health care workers and families.

2020 Community Benefits Program Expenditures

\$81 million+ total charitable giving with an estimated 4.2 million lives impacted. Given COVID-19’s role in community health in 2020, the top three causes receiving funding were COVID-19 relief, behavioral health, and food insecurity.

Community Contributions and Involvement

Cigna is proud to support numerous nonprofit organizations that are aligned with its mission of improving health, wellbeing, 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.

In Massachusetts, Cigna supported organizations including the Alzheimer's Association, Boston Children's Hospital, ForsythKids, Home Base, Hope & Comfort, Hope Lodge, Massachusetts Coalition for the Homeless (Build a Bed Project), Room to Grow, Shine Initiative, Whittier Street Health Center, and more.

The New York Life Foundation and the Cigna Foundation established the Brave of Heart Fund to offer financial support to the families of health care workers and volunteers who lost their lives to COVID-19.

Cigna empowers employees to volunteer with nonprofits in their communities through paid time off with the "Use Your 8" program. Cigna employees demonstrate the power of purpose through volunteerism in group events and by volunteering their personal time, including serving on boards of many nonprofit organizations.

In February 2020, a group of Cigna employees participated in the annual volunteer experience at Hope Lodge, an American Cancer Society residence for those receiving cancer treatment at nearby hospitals. They prepared, cooked, and served lunch to patients and their caregivers.



Also in February, another group of Cigna volunteers distributed bags of food to students who attend the Tobin Elementary School in Boston so the students would have a source of nourishment over the weekend. This distribution and a three-year commitment to weekly food distribution on behalf of Cigna are in partnership with Blessings in a Backpack, a nonprofit organization that mobilizes communities, individuals, and resources to provide food on the weekends for elementary school children across America who might otherwise go hungry.



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

NUMBER OF FULL-TIME EMPLOYEES

1,428

Community Benefits Program

Community Care Alliance's (CCA) community benefits program is designed to demonstrate a social corporate leadership position throughout the Commonwealth by supporting organizations in need, specifically those whose missions align with CCA's mission and vision. In 2020, the program focused on aiding organizations that addressed the needs of members who were impacted by the COVID-19 pandemic.

2020 Community Benefits Initiatives

Quality Initiative Program — CCA dedicated \$1.05 million to Massachusetts federally qualified health centers (FQHCs), which serve 25% of CCA's 40,000+ members. These funds helped finance quality initiatives to improve care for seniors with chronic health needs, including access to preventive care and support for flu and COVID-19 vaccination outreach and education.

Community Outreach Team — CCA fielded new community outreach teams to help foster social responsibility and to reduce health disparities in the Commonwealth. To help combat food insecurity, CCA donated more than \$100,000 to food banks across the state and partnered with Lynn Community Health Center to cosponsor a monthly mobile food market, where volunteers — CCA team members included — distribute food to more than 400 families in the community each month.

Addressing Social Determinants of Health — During the pandemic, health outreach workers mobilized to address health disparities by increasing members' access to the goods and services they need in the community, with a focus on food and housing insecurity.

- They relaxed criteria for home-delivered meals and handled nearly 900 interventions for food resources and benefits.

- Approximately 2,500 CCA members received housing assistance, including application assistance, rental assistance resources, and housing education.

CCA dedicated \$1.05 million to Massachusetts FQHCs, which serve 25% of CCA's 40,000+ members. These funds helped finance quality initiatives to improve care for seniors with chronic health needs, including access to preventive care and support for flu and COVID-19 vaccination outreach and education.

Expansion into the Central Massachusetts community — Late in 2020, CCA opened a new office in Worcester that serves as a home base for 60 CCA clinical and administrative team members in Central Massachusetts. This new facility is evidence of CCA's commitment to enhance community partnerships in Worcester and to promote a localized model of care delivery. It offers new opportunities to bring clinical and administrative staff closer to members and provider partners throughout the region.

2020 Total Community Benefits Program Expenditures

Charitable Giving \$233,950

Community Contributions and Involvement

Commonwealth Care Alliance gives to a diverse range of local and national organizations looking to better the outcomes for the populations they serve. 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.

Through CCA's Community Service Program, in 2020, CCA employees donated more than 600 volunteer hours to organizations and outreach efforts in their local communities. CCA team members held a monthly mobile food market in partnership with Lynn Community Health Center, distributing food to more than 400 families each month. In addition, the team attended 500+ community events, hosted about 200 more, and distributed 8,000+ care packages to individuals living in low-income housing during the COVID-19 pandemic.



During the COVID-19 pandemic, CCA team members distributed care packages to individuals living in low-income housing.



PLACE OF BUSINESS:

1 CVS Drive
Woonsocket, RI 02895
Aetnacvshealth.com

TAX STATUS

For Profit

PRESIDENT & CEO

Karen S. Lynch

POPULATIONS SERVED

Commercial, Self-insured/ASO, and
Dental

NUMBER OF FULL- TIME EMPLOYEES IN MASSACHUSETTS FOR CVS HEALTH:

12,794

Community Giving Program

Guided by the company's purpose — helping people on their path to better health — CVS Health is reinforcing its commitment through Transform Health 2030, the company's new strategy to impact the health of the people and the communities it serves and to support the health of its business and the planet.

Guided by four pillars — healthy people, healthy business, healthy community and healthy planet — Transform Health 2030 is more 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 transform 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 for quality health care services and improving health outcomes through charitable investments and programs.

2020 Community Activity

- **COVID-19 Relief:** Provided COVID-19 relief to organizations in Massachusetts, including The Greater Boston Food Bank, Boston Medical Center, Community Servings in Boston, and United Way of Central Massachusetts in Worcester. CVS Health's \$30,000 grant to Community Servings allowed the organization to increase meal production by 45%, which resulted in 14,500 medically tailored, nutritious meals per week for chronically and critically ill individuals and their families.
- **Project Health:** Hosted at select CVS pharmacy locations, the program connects underinsured or uninsured residents from multicultural communities to no-cost comprehensive health assessments that detect early signs of chronic conditions.

- **In-store Fundraising:** Led campaigns to support national nonprofit partners that are focused on helping people on their path to better health. In Massachusetts, the campaigns raised \$1,752,095 for organizations including the American Heart Association, the American Lung Association, the American Cancer Society, Feeding America, and the Alzheimer’s Association.



- **Workforce Initiatives:** Helping people on their path to better health by building nontraditional talent pipelines through the power of partnerships. In Massachusetts, CVS Health works with 115 active partners to ensure that youth, mature workers, veterans, and individuals with disabilities have a place within the company. Some of the partnerships are with the Massachusetts Rehabilitation Commission, Jewish Vocational Services Boston, Easterseals Massachusetts, Greater Lowell Technical High School, LABBB Educational Collaborative, Massachusetts Regional Employment Collaborative, and Middlesex Community College.

- **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. In Massachusetts, to date the company has invested \$41.9 million in affordable housing.

CVS Health’s \$30,000 grant to Community Servings allowed the organization to increase meal production by 45%, which resulted in 14,500 medically tailored, nutritious meals per week for chronically and critically ill individuals and their families.

- **Pharmacists Teach:** Program that connects pharmacists with communities to teach them about 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 a virtual learning setting. The program reached 25,357 people in Massachusetts.
- **Supporting Community Partnerships:** Provided support to communities across Massachusetts in a variety of ways, including donations from the company and from the CVS Health Foundation and the Aetna Foundation. Also supported charities through in-kind product donations, gift card donations, and sponsorships.

Some of the company's marquee alliances in the state include:

- o Massachusetts Health Council, Needham
- o Boston Health Care for the Homeless, Boston
- o Healthy Waltham, Waltham
- o GLBTQ Legal Advocates and Defenders, Boston
- o Central Massachusetts Housing Alliance, Worcester
- o New England Hemophilia Association, Dedham
- o Massachusetts Health Quality Partners, Watertown



2020 Community Giving Overview in Massachusetts

CVS Health Foundation and the Aetna Foundation.....	\$60,000
Corporate Grants and Sponsorships.....	\$779,400
Pharmacy School, Nurse Practitioner, and Physician's Assistant Scholarships.....	\$18,000
Gift Cards and Product Donations.....	\$25,211
Volunteer Challenge Grants	\$42,646
COVID-19 Relief	\$140,000
Total Community Giving in Massachusetts	\$1,065,257

Community Engagement

Colleagues are committed to giving back to the communities where they live and work, especially through volunteerism. In Massachusetts, colleagues logged 2,184 volunteer hours in 2020, which equates to \$144,543 in donated time.



PLACE OF BUSINESS

465 Medford Street
Boston, MA 02129
Deltadentalma.com

TAX STATUS

Not for Profit

PRESIDENT & CEO

Dennis J. Leonard, MBA

POPULATIONS SERVED IN MASSACHUSETTS

Commercial, Group, and Individual Programs

NUMBER OF EMPLOYEES IN MASSACHUSETTS

52

Community Benefits Program

Delta Dental of Massachusetts applies corporate giving funds to further its mission of improving oral health for all, promoting prevention, supporting access to quality and affordable care, and ultimately helping individuals in Massachusetts stay healthy.

2020 Community Benefits Initiatives

COVID-19 Support — In 2020, Delta Dental of Massachusetts responded to immediate community needs through contributions to Massachusetts nonprofits directly working with local organizations during the COVID-19 pandemic.

- \$150,000 to the Boston Resiliency Fund.
- \$25,000 to the Worcester Together: Central Massachusetts COVID-19 Fund.
- \$25,000 to the COVID-19 Response Fund for the Pioneer Valley.
- \$2 million to the Massachusetts Dental Society's MDS Foundation COVID-19 Recovery Fund established to support the continued viability of community dental offices and dentists across the Commonwealth following the extended COVID-19 shutdown.
- \$500,000 to the COVID-19 Response Fund established by a coalition of business, government, and philanthropic partners and led by The Boston Foundation.

Race and Equity

- Delta Dental of Massachusetts contributed \$500,000 as an inaugural donor to the New Commonwealth Racial Equity and Social Justice Fund, a coalition of Black and Brown executives joining together to work with community organizations and coalitions to address and eliminate racism and racial inequality in the Commonwealth of Massachusetts.

- Delta Dental of Massachusetts is a long-term sponsor of the annual Dr. Martin Luther King, Jr. Memorial Breakfast, and for the past five years, it has awarded scholarships to Roxbury Community College Health Sciences students at the breakfast.

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

- The Black Academic Success and Engagement program to ensure core academic programming and athletic development for inner city teens continues during and after the COVID-19 pandemic.
- Boston Arts Academy to support Boston’s only public high school for the visual and performing arts, serving children from low-income families.
- Northeast Arc to support work that helps people with disabilities become full participants in the community.
- Charlestown Boys & Girls Club to continue youth programming during the pandemic.
- CATCH My Breath for a nationally recognized free anti-vaping curriculum promoted to Massachusetts middle schools students to increase awareness of health dangers and to 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:

- Massachusetts League of Community Health Centers to extend the Substance Use Disorder in Dentistry Learning Network to additional health centers across Massachusetts
- Samaritans for its very needed work on behalf of suicide prevention and family support

\$2 million to the Massachusetts Dental Society’s MDS Foundation COVID-19 Recovery Fund, established to support the continued viability of community dental offices and dentists across the Commonwealth following the extended COVID-19 shutdown.

- 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 its work for access to care and health equity
- Elder services organizations to be sure our seniors experience optimal oral health
- Alzheimer’s Association for research and advocacy
- RESPOND and DOVE for work on behalf of victims of domestic violence
- 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
- Greater Boston Food Bank
- Western Area Massachusetts Dietetic Association and the Food Bank of Western Massachusetts
- Mary Ann Brett Food Pantry
- Rosie’s Place and Pine Street Inn services for the homeless
- Boston Health Care for the Homeless Program

2020 Total Community Benefits Expenditures

COVID-19 Donations.....	\$2,700,000
Annual Community Contributions in Massachusetts.....	\$141,000
Diversity, Equity, and Inclusion	\$535,000
Total Community Benefits Expenditures.....	\$3,376,000

Mission Month — Employee Contributions and Involvement

Although COVID-19 precautions prevented Delta Dental from in-person volunteering during the pandemic, employees continued the company’s annual Mission Month tradition and assembled and delivered dental hygiene kits to a nonprofit of their choice.



Mission Month 2020: Delivering a supply of Delta Dental Hygiene Kits at a food pantry

Three thousand kits were donated to food banks, preschools, and social service agencies. Getting these kits is crucial for food bank clients who are unable to use SNAP benefits and electronic benefits transfer to buy necessary non-food items, like toothbrushes and toothpaste. Participating employees contributed more than 45 hours for this project.



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), Medicare

NUMBER OF FULL-TIME EMPLOYEES

1,172

Community Benefits Program

Fallon’s community benefits program is guided by its mission to make communities healthy and its work in support of members and directly in the communities it serves by addressing the health care barriers that can affect positive health outcomes. Fallon works to improve the quality of life and the health status of individuals by offering access to high-quality, affordable medical care and services and working cooperatively with health care and community-based organizations and state and federal agencies to lead the creation of innovative health care solutions, seek healthy outcomes, and improve access to health care services.

2020 Community Benefits Initiatives

Community Impact Grant Program — Fallon awarded \$100,000 in grants to 10 community-based organizations across its service area to help with COVID-19 recovery efforts. Funding priorities included 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 to seniors services that overcome or mitigate social isolation. The following organizations received funding:

- Lovin’ Spoonfuls Inc. — for its Middlesex County Food Rescue Program.
- Roots Rising — for its virtual farmers market.
- Community Harvest Project — for a healthy hunger relief program.
- Pernet Family Health Services — to meet basic needs of Worcester’s at-risk families.
- Regional Environmental Council — to increase community food security through its Worcester urban farming program.
- Spanish American Center — to reach out to elders during the COVID-19 pandemic.
- Genesis Club House, Inc. — to provide mental health support for seniors.

- United Way of Tri-County — WHEAT Community Connections, for seniors’ meal delivery.
- Central Massachusetts Housing Alliance — for their elder home repair program.
- Saint Paul’s Elder Outreach — for their seniors outreach program.

Hunger Relief Funding — Fallon donated an additional \$250,000 to support community partners across its service area as they worked to help maintain food assistance programs for areas or populations particularly vulnerable to food insecurity as a result of the coronavirus pandemic.

- Eastern Massachusetts/Southcoast organizations — Greater Boston Food Bank and Coastline Elderly Services.
- Merrimack Valley organizations — Merrimack Valley Food Bank, Open Pantry of Greater Lowell, and Elder Services of Merrimack Valley.
- Worcester County organizations — Worcester County Food Bank, Veterans Inc., CENTRO, Catholic Charities, Net of Compassion, Boys & Girls Club, and Friendly House.
- Western Massachusetts organizations — Food Bank of Western Massachusetts, Take and Eat Pantry, and Elder Services of Berkshire County.

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 2020, Fallon awarded mini grants totaling \$64,500 to twenty-three organizations.

2020 Community Benefits Program Expenditures

Community-Clinical Linkages	\$15,000
Total Population or Communitywide Interventions.....	\$617,515
Access/Coverage Support	\$2,000
Total Community Benefits Expenditures.....	\$634,515

Fallon donated \$250,000 to help maintain food assistance programs for populations that were particularly vulnerable to food insecurity as a result of the COVID-19 pandemic.

Community Contributions and Involvement

In 2020, Fallon Health distributed \$1,010,245 to programs that met the goals of Fallon’s Community Benefits program. This was accomplished through the distribution of more than \$771,366 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 \$233,300 in community sponsorships.

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 2020, Fallon employees spent 2,897 hours doing community service, of which 421.5 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** — Through the United Way, Fallon helps underserved people in the community access food, shelter, transportation, employment opportunities, and other valuable resources. A calendar of activities was developed so that employees could participate at different levels. Employees organized a bake sale, a holiday shopping bazaar, and various raffles during the holiday season. If able, they were also encouraged to make personal donations via payroll deduction, with the option of designating funds to the United Way in their region or to a charity of their choice. In 2020, Fallon employees used approximately 90 hours to support the United Way’s campaign activities. These efforts helped raise approximately \$46,856 for the local United Way of Central Massachusetts.



- **Fallon Community Engagement, Volunteer Leadership, and Event Participation** — Members of Fallon Health’s leadership team and employees at all levels of the organization are deeply engaged in supporting community outreach efforts. They sit on boards and committees throughout the state, including the Boys & Girls Club of Worcester, the Lowell Plan, the United Way of Central Massachusetts, YWCA Central Massachusetts, CASA Project, Open Sky, Reliant Foundation, and the Greater Worcester Community Foundation.
- **Support for Food Pantries** — In 2020, Fallon continued its focus on building and restocking food pantries to feed underserved older adults, families, and children, including at the Boys & Girls Club of Worcester and the Cheshire Senior Center. Key projects included Clinton High School and Jana’s Place. In addition, they provided meals for 416 families across key service areas with the Feed-a-Family program in the Berkshires, Springfield, Leominster, Lowell, Webster, and Worcester, totaling \$24,500 in food donations.
- **Leading Workgroups** — Fallon engaged community and corporate leaders, nonprofit/community organizations, business partners, and providers by participating 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.



Harvard Pilgrim
Health Care

PLACE OF BUSINESS

93 Worcester Street, Suite 100
Wellesley, MA 02481
Harvardpilgrim.org

PRESIDENT & CEO

Michael Carson

TAX STATUS

Not for Profit

POPULATIONS SERVED

Commercial

NUMBER OF FULL-TIME EMPLOYEES

1,176

Community Benefits Program

Harvard Pilgrim Health Care's Community Benefit Program is supported through the dedicated resources and efforts of the Harvard Pilgrim Health Care Foundation. The foundation supports Harvard Pilgrim Health Care's mission to improve the quality and value of health care for the people and communities it serves by providing the tools, training, and leadership to build healthy communities throughout Massachusetts, Connecticut, Maine, and New Hampshire.

Note: In 2021, Harvard Pilgrim Health Care and Tufts Health Plan combined to form one organization, now known as Point32Health. While remaining separate entities, going forward, their foundations are operating as one, building on the strong community relationships they have formed over the years. The information provided below pertains to Harvard Pilgrim Health Care Foundation's 2020 Community Benefits Program.

2020 Community Benefits Initiatives

In 2020, the foundation invested in community benefits programs throughout Massachusetts that focused on COVID-19 relief, healthy food, and healthy aging grantmaking initiatives.

COVID-19 Relief Efforts — The foundation contributed more than \$2.8 million in COVID-19 related funding to bolster local Massachusetts responses. This included:

- \$1 million to 30 Massachusetts community health centers through the Community Care Cooperative's campaign to enhance telehealth capacity.
- In New Bedford and Boston, partnered with Coastal Foodshed and The Dimock Center, providing more than \$450,000 in funds to deliver hot meals and healthy food to thousands of families and older adults in need.

- \$1.35 million in grants was awarded to advance racial justice. \$1 million of that was designated for the New Commonwealth Fund for Racial Equity.

\$1 million awarded to 30 Massachusetts community health centers through the Community Care Cooperative’s campaign to enhance telehealth capacity.

Healthy Food Fund Grants — A grant program focused on increasing access to healthy food for families and communities. It awarded nearly \$250,000 in second-year grants to Healthy Food Fund programs in Massachusetts for three mobile markets and 10 volunteer-powered food access programs.

- With the foundation’s \$100,000 Healthy Food Fund grant, the farm-to-family program is bringing fresh, healthy food to the Boys & Girls Clubs of Boston (BGCB) food service program and cooking demos and nutrition workshops for BGCB families.

Helping Caregivers of Older Adults — The foundation provided a \$187,000 training grant to Healthy Living Center of Excellence to provide virtual training to support family caregivers of Alzheimer’s disease patients, Matter of Balance workshops for older adults to prevent falls, and emergency food and meal deliveries.

2020 Community Benefits Program Expenditures

HPHC Foundation investments in Massachusetts

Total Grants	\$5,336,113
Total Sponsorships	\$776,864
Total Grants and Sponsorships	\$6,112,977

Community Contributions and Involvement

In 2020, Harvard Pilgrim Health Care employees demonstrated their community involvement by contributing time and money to causes they care about in the places where they live and work:

- Spent 2,486 hours helping local communities in the region and volunteering in schools and local organizations that make life better for residents of the state. Ninety-five percent of Harvard Pilgrim Health Care employees participated in at least one service or giving activity.
- Community Spirit 9/11 Mini-Grants Program — Every Harvard Pilgrim Health Care employee can designate a \$500 grant, funded by the foundation, to the nonprofit of their choice. A total of \$478,100 was distributed through 1,035 mini grants in Massachusetts.
- Raised \$67,647 through employee giving campaigns to support local nonprofits, racial justice initiatives, and colleagues facing hardships.
- Donated \$18,488 to the Employee Needs Fund, which allows Harvard Pilgrim Health Care employees to support colleagues who may be experiencing economic hardship due to an emergency or extraordinary or extenuating circumstance.





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

374

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 (i.e., safe neighborhoods and employment), educational attainment and literacy, and institutional racism.

2020 Community Benefits Initiatives

“Where Health Matters” Grant Program — Awarded a total of \$350,000 in grants to support programs in three organizations:

- New North Citizen Council — Awarded \$50,000 for “Project Coach” to improve health and educational outcomes for youth in Springfield by empowering teens to serve as mentors and coaches to younger children, thereby increasing opportunities for youth to be physically active and to engage in activities promoting health and wellness and improving social cohesion.
- Clinical and Support Options — Awarded \$150,000 in funding over three years to support the “Friends of the Homeless – Care Coordination Support” program and to establish a triage nursing service at the Friends of the Homeless shelter. The nurse will provide health assessment, care coordination, and triage of acute problems as a “second shift” program during evening shelter hours, when medical incidents most commonly present and the colocated medical clinic is closed.

- The Food Bank of Western Massachusetts — Awarded \$150,000 in funding over three years to support the “Food Insecurity Screening and Referral Initiative” that serves food-insecure patients who screen positive for food insecurity but do not qualify for MassHealth flexible services because they do not meet specific qualifications.

Mini Grant Program — Awarded 12 mini grants of up to \$5,000 each to community organizations that offer programs that aligned with the health priorities and determinants of health areas as identified by the 2019 Community Health Needs Assessment. Organizations that received awards included Berkshire Health Systems, Big Brothers Big Sisters of Hampden County, Center for New Americans, Northampton Survival Center, and Quaboag Valley Community Development. The Mini Grant Program was implemented from January 1 to March 13, 2020, and was replaced with the new COVID-19 Mini Grant Program noted below.

COVID-19 Mini Grants — Awarded \$250,000 in COVID-19 mini grants to provide flexible resources to more than 76 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 focused on addressing housing needs, access to healthy food, education, childcare, behavioral health, substance abuse, chronic conditions, preventive health, and racial health equities and disparities. Organizations included Behavioral Health Network, Boys & Girls Club of Chicopee, Collaborative for Education Services, Community Legal Aid, Wellspring Cooperative Corp., Grow Food Northampton, Just Roots, and Providence Ministries.

Community Benefits Sponsorships — Awarded Community Benefit Sponsorships of up to \$2,500 to 11 nonprofit organizations — Cancer Connections, Girls on the Run Western Massachusetts, Junior Achievement of Western Massachusetts, and New England Learning Center for Women in Transition. The Community Benefit Sponsorship

mini grant program was implemented from January 1 to March 13, 2020, and replaced with the new COVID-19 Mini Grant Program noted above.

Diversity, Equity, Inclusion, Belonging (DEIB) Mini Grants — Health New England awarded \$50,000 in DEIB mini grants to 18 local nonprofit organizations that support programs that address health disparities that affect racial and ethnic minority groups and focus on at least one social determinant of health. Organizations that receive DEIB mini grants included Motherwomen, 18 Degrees, Revitalize CDC, Volunteers in Medicine Berkshires, Way Finders, and Western New England University.

Awarded \$250,000 in COVID-19 mini grants to provide flexible resources to more than 76 local nonprofit organizations that serve the most vulnerable communities impacted by the COVID-19 pandemic.

Baystate Health Foundation — Continued to support the Baystate Health Foundation by supporting Baystate’s Rapid Access Pediatric Mental Health Evaluation and Management Service Program. The program seeks to develop an enhanced multidisciplinary service to help increase the timely availability and the quality of care of behavioral health services provided to youth and their families who receive care in the Pediatric Emergency Department or from the medical services of the Baystate Children’s Hospital.

2020 Community Benefits Program Expenditures

Community-Clinical Linkages	\$39,000
Total Population or Communitywide Interventions	\$414,005
Direct Clinical Services.....	\$115,250
Access/Coverage Support.....	\$78,370
Total Community Benefits Expenditures.....	\$646,625

“ I felt hopeful & fulfilled while volunteering at the Baystate Vaccine Clinic. I am proud to be a part of the Baystate family at large & happy to contribute to the fight against COVID-19. Every single person receiving the vaccine was thankful to be doing so. They mentioned things like looking forward to being able to hug again, sit with other vaccinated loved ones, & were ready to get on with the new normal way of life.”



Monique D., Sr. Graphic Designer
Health New England

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 2020, the company contributed \$640,000 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, YMCA of Greater Springfield, and Boys & Girls Club of Greater Holyoke.

Volunteerism is central to Health New England’s mission to act as a leading corporate citizen. Although the COVID-19 pandemic did not allow employees to volunteer to the extent that they had in previous years, employees still managed to volunteer approximately 200 hours in 2020. Associates across the organization have a demonstrated commitment to community service. They provided monthly meal service at Friends of the Homeless, supported veterans and military groups, and made donations to the Children’s Study Home. Additionally, Health New England leveraged in-kind donations and services such as supplies and print and graphic design for 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 to give back to the community.





Senior Whole Health.
BY MOLINA HEALTHCARE

PLACE OF BUSINESS

1075 Main Street, Ste. 400
Waltham MA 02451
Seniorwholehealthma.com

PRESIDENT & CEO

David Webster

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

Senior Whole Health (SWH) is committed to community service and has established a vibrant corporate social responsibility initiative to support the communities it serves. SWH is constantly identifying grassroots organizations in the communities it serves and making donations that have lasting impact.

Sent emergency grocery cards to members. Through a companywide food drive, collected more than 3,380 food items and \$13,675 in cash donations, which were distributed to the Worcester Food Bank, the Greater Boston Food Bank, and the Merrimack Valley Food Bank.

2020 Community Initiatives

Food Insecurity Support — SWH provided support to community organizations across the Commonwealth that are working to address food insecurity. It made donations to the Worcester Food Bank, the Greater Boston Food Bank, and the Merrimack Valley Food Bank.

COVID-19 Support — SWH provided support to its members and its Aging Services Access Point (ASAP) partners to help seniors cope with the pandemic and to help them stay safe.

Actions taken included:

- Delivered personal protective equipment to members, community partners, and the local ASAPs throughout Massachusetts.
- Sent emergency grocery cards to members. Through a company-wide food drive, collected more than 3,380 food items and \$13,675 in cash donations, which were distributed to the Worcester Food Bank, the Greater Boston Food Bank and the Merrimack Valley Food Bank.
- Delivered more than 4,000 care packages that included masks and hygiene supplies.

Community Contributions and Involvement

SWH'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.

- Employee Holiday Food Drive — Raised 3,380 food items, which were donated to 22 community food pantries across the state.





PLACE OF BUSINESS

705 Mount Auburn Street
 Watertown, MA 02472
 Tuftshealthplan.com

PRESIDENT & CEO

Thomas Crosswell

TAX STATUS

Not for Profit

POPULATIONS SERVED

Commercial, Medicaid, Medicare, and
 Dual-Eligible (Senior Care Options
 Program and Tufts Health Unify)

**NUMBER OF FULL-TIME
 EMPLOYEES**

3,025

Community Benefits Program

Nationally recognized for innovative, high-quality health care coverage, Tufts Associated Health Maintenance Organization, Inc., and its affiliates, including Tufts Health Public Plans, Inc. (collectively Tufts Health Plan), are committed to investing resources that promote the health and wellness of all populations in their communities, especially those who face significant barriers and those in communities with fewer resources. They meet this commitment in large part through the dedicated resources of the Tufts Health Plan Foundation, which shares its mission with Tufts Health Plan to improve the health and wellness of the diverse communities they serve.

Note: In 2021, Tufts Health Plan and Harvard Pilgrim Health Care combined to form one organization, now known as Point32Health. Going forward, the foundations are building on the strong community relationships both have formed over the years. The information provided below pertains to Tufts Health Plan’s 2020 Community Benefits Program.

2020 Community Benefits Initiatives

In 2020, the Tufts Health Plan Foundation invested more than \$4.3 million in nonprofits serving communities in Massachusetts. Its focus was on funding organizations that supported the COVID-19 pandemic response and organizations working to implement age-friendly policies and practices that focus on equity and include older people in the process.

COVID-19 Support — During the COVID-19 pandemic, the foundation provided operating support grants to organizations across the Commonwealth to assist with the pandemic response in Massachusetts:

- Momentum Fund — Supported 10 organizations that respond to both emergency and recovery efforts with general operating support grants of \$10,000 each.

- Business Resource Group Grants — Awarded four \$10,000 pandemic response grants to support Massachusetts-based nonprofits serving diverse populations. The funding was used for community education, staff training, health screening, and illness prevention.
- Supported organizations that address food insecurity, including all the Commonwealth’s regional food banks — the Greater Boston Food Bank, the Worcester County Food Bank, the Food Bank of Western Massachusetts, and nonprofits that stood up hunger relief activities.
- Supported organizations including HomeStart, Massachusetts Coalition for the Homeless, and Revitalize Community Development Corporation to address housing insecurity.
- Contributed to emergency relief funding by making contributions to regional organizations including the United Way of Massachusetts Bay, The Boston Foundation, Greater Worcester Community Foundation, Essex County Community Foundation, Community Foundation of Southeastern Massachusetts, South Shore Community Action Council, United Way of Greater Fall River, and the Watertown Community Foundation.
- Donated vital supplies, including hand sanitizer, diapers, PPE, and grocery store gift cards, to local nonprofits.
- In collaboration with the Executive Office of Elder Affairs and the Massachusetts Healthy Aging Collaborative, funded research to report on the experiences of older adults during the pandemic and lessons learned, especially within communities of color.

Dementia Friendly Massachusetts — The foundation is a key funder of a grassroots movement to make communities throughout the state “dementia-friendly.”

Reframing Aging — The foundation sponsored a two-day workshop on reframing aging to help community leaders from across the state learn how to communicate more effectively about issues important to older people. This training helped build the capacity of partners

to advance policy goals and support efforts to deliver programs and services to older people in communities throughout the state.

Momentum Fund supported 10 organizations that respond to both emergency and recovery efforts with general operating support grants of \$10,000 each.

Massachusetts Healthy Aging Collaborative (MHAC) — Provided grant support and participated in the leadership of the MHAC, a statewide organization that promotes efforts to improve the systems that impact the wellbeing and health outcomes of older adults. The foundation supported the implementation of the Commonwealth’s Age-Friendly Action Plan and earmarked \$250,000 over five years (2018-2022) to advance efforts to make Massachusetts a great place to grow up and grow old.

Support for Racial Injustice Movement — The foundation made a \$1 million commitment to advance the work of The Boston Foundation’s racial equity funds — New Commonwealth Racial Equity and Social Justice Fund, Latino Equity Fund, and Asian Community Fund.

2020 Community Benefits Program Expenditures

Tufts Health Plan Foundation investments in Massachusetts

Grants.....	\$3,091,775
Sponsorships.....	\$1,121,356
Matching Gifts	\$802,421
In-kind Donations	\$110,900
Value of Employee Volunteerism.....	\$129,914
Additional Community Benefits	\$1,611,408
Total Community Benefits Expenditures.....	\$6,867,774

Community Contributions and Involvement

In 2020, Tufts Health Plan made donations and sponsored events throughout the Commonwealth that included:

- More than 150 Tufts Health Plan employees, family members, and friends participated in the Walk to End Alzheimer’s in Massachusetts. The effort raised a combined \$140,000, including a match from the foundation. For the sixth year in a row, Tufts Health Plan was named the #1 fundraising team in Massachusetts.
- Due to the pandemic, employee volunteer programs changed, adapted, and pivoted to meet the evolving environment. Employees responded by participating online and continuing to give generously and enthusiastically of their time and resources. Nearly 400 employees volunteered and spent nearly 4,200 hours of their time working with nonprofits.
- Through various drives, employees donated more than \$26,000 in goods to address food and housing security, economic stability, and other social determinants of health.
- Nearly 100 employees, including 27% of executive leaders, served on nonprofit boards.
- Recognized “Give 8/28 Day” and also co-hosted Massachusetts nonprofit leaders in a discussion on systemic racism, the racial justice movement, and the importance of investing in leaders working directly in their communities.
- The foundation offered a two-for-one match to Tufts Health Plan employees and board members who made donations to organizations that focused on social justice and COVID-19 support. Through this program, nearly \$400,000 was contributed to nonprofits. Overall, more than \$1.5 million went to nearly 500 nonprofit organizations through the foundation’s match program.

- Earned national recognition from Points of Light as one of the most community-minded companies in the country and was one of just six New England companies to receive Civic 50 recognition.
- For eight years in a row, Tufts Health Plan has been included in the list of Boston Business Journal’s Top Charitable Contributors in Massachusetts.
- Created and launched a new Employee Relief Fund to help colleagues within the organization cope with unexpected financial hardships. Grants totaling \$63,500 went to more than 50 employees.

More than 125 colleagues and every member of the Tufts Health Plan’s senior management team donated to the fund.



Even when working remotely, Tufts Health Plan employees continue to give to and serve the community. Colleagues supported reading programs for students, created birthday banners for children in the hospital, wrote notes to older people at risk of social isolation, and donated food, school supplies, and household necessities — all to improve community health and wellness.



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 better, more equitable, 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 including food, housing and social and financial circumstances that impact the whole health of individuals as well as communities.

2020 Community Giving Highlights

Armed with their mission of creating a healthier generation of Bay Staters, in 2020, the organizations came together and found new ways to make a difference for those in need. They partnered with nonprofit organizations that are addressing not only the physical and mental challenges of a major pandemic but also helping eliminate health disparities, economic insecurity, and racial inequity. Some of the focus areas included:

- **Food insecurity** — Food insecurity is the most commonly reported unmet social need in the U.S., and that's why they have strengthened their commitment to fighting hunger by focusing many of their charitable efforts on programs that improve access to nutritious food. Some of the organizations UniCare supported in Massachusetts in 2020 include the United Ways of Massachusetts Bay and the Merrimack Valley, the Merrimack Valley Food Bank, the Giving Garden in Andover, Somebody Cares New England in Haverhill, and Lazarus House in Lawrence. As an example of its impact, \$40,000 of these grants and donations resulted in 400,000 meals for local families.

- **Mental health** — With the COVID-19 pandemic having far-reaching impacts on many Americans’ 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 communities** — UniCare is committed to supporting the specific health and social needs of its communities, such as partnering with the West Congregational Church to sponsor a backpack drive for Haverhill schoolkids, 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 English for New Bostonians, Latino Law Enforcement Group of Boston, and the Massachusetts Health Council.

2020 Community Giving Expenditures

Grants via the UniCare Foundation	\$174,000
Community Sponsorships	\$95,000
Associate Donations/Foundation Match.....	\$99,000
Total Community Giving in Massachusetts	\$368,000

\$40,000 of their grants and donations resulted in 400,000 meals for local families.

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 they can direct to nonprofit organizations in exchange for their volunteer hours and receive dollar-for-dollar matches, up to an annual maximum match of \$5,000, for contributions to a number of health-related nonprofits.

In 2020, UniCare associates spent 749 hours volunteering in their local communities, whether in person, virtually at home, or through Anthem Volunteer Days. Many UniCare associates also serve on the boards of nonprofits.

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

5,100

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.

2020 Community Benefits Initiatives, Expenditures, and Involvement

In 2020, UHG contributed more than \$1 million to philanthropic activities across the state and employees volunteered more than 2,400 hours giving back to their local communities. Contributions were made to organizations throughout Massachusetts, including:

- Advocates Inc.
- Boston Area Rape Crisis Center
- Boston Chinatown Neighborhood Center
- Cambodian American Rescue Organization
- Dreambuilders Foundation
- Greater Boston Food Bank
- Greater Lawrence Family Health Center
- Greater New Bedford CHC
- Inspire Arts & Music
- La Colaborativa
- St. Luke’s Food Pantry
- South Cove Manor
- WestMass Eldercare



MAHP

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HEALTH PLANS

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