



MAHP
MASSACHUSETTS
ASSOCIATION of
HEALTH PLANS

MAHP Member Plans Community Giving Initiatives 2023 Report



Aetna/CVS Health

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Fallon Health

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Click On Name Above To View Individual Health Plan Efforts

Dear Friends,

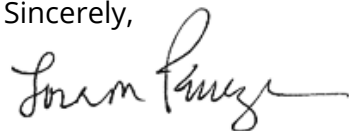
I am pleased to share with you this year's **Health Plan Community Giving Initiatives 2023 Report**, which highlights the community benefits and charitable giving programs that MAHP member plans supported or newly established in 2023. Our member plans continue to demonstrate an unwavering commitment to supporting and caring for the people they serve every day, through vital and innovative programs that strengthen the social fabric of the communities where their members live. These programs support a wide range of services tailored to promote and encourage a healthier and more equitable Commonwealth.

In 2023, MAHP member plans invested tens of millions of dollars in community giving, grant funding, and donations, with a focus on addressing longstanding issues relating to health equity. Health plans prioritized investments in community organizations addressing issues such as food insecurity, housing affordability and homelessness, social isolation, and transportation. At the same time, plans dedicated grant funding and programming to address pressing health equity challenges in maternal and infant health, mental health, and overall access to health care. Through these investments our plans continue working to help achieve high-quality, affordable, and equitable health care coverage for individuals and families in Massachusetts.

I encourage you to click through the pages of this report and read about the many ways our member plans are improving their communities – from providing housing support for our state's most vulnerable residents to supplying healthy food to underserved or at-risk families and children to providing scholarships to build our health care workforce.

I am so proud of the investments that MAHP member plans make in their communities, and of the thousands of health plan employees across the state working together to address the community health needs of the residents they serve. I hope you enjoy learning about the many programs and initiatives in place today.

Sincerely,



Lora M. Pellegrini

President and CEO

Massachusetts Association of Health Plans

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MAHP Health Plans Commitment to the Communities they Serve



\$38 Million in Community Giving, Grant Funding, and Donations

To Support Initiatives Related to Women’s Health, Housing, Food Insecurity, Health Equity, Mental Health Care, etc.



195,961 Total Volunteer Hours

At food pantries, serving meals at homeless shelters, participating in walks/runs to raise funds for mental health conditions and serving on boards of non-profit community-based organizations.



Top Causes Served

Housing Instability • Food Insecurity • Mental Health and Substance Use Prevention
Health Improvement Programs for At-Risk Families and Children



Top Identified Community Health Needs

Affordable Housing for Homeless and Elderly Populations • Food Insecurity
Mental Health and Substance Use Prevention • Social Isolation of Seniors

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



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PLACE OF BUSINESS:

1 CVS Drive
Woonsocket, RI 02895
[AetnaCVSHealth.com](https://www.aetnavcvsh.com)

TAX STATUS

For Profit

PRESIDENT & CEO

David Joyner

POPULATIONS SERVED

Commercial, Self-insured/ASO, and
Dental

NUMBER OF FULL-TIME EMPLOYEES

13,775

Community Giving Program

At CVS Health, they are guided by their company purpose: *Bringing our heart to every moment of your health.*® Grounded in four pillars — Healthy People, Healthy Business, Healthy Community and Healthy Planet — *Healthy 2030* is inclusive of their broader enterprise and the impact they can drive as a health care leader.

They impact the health and well-being of their communities through collaborations and investments that advance health equity and improve health outcomes, ensuring everyone has a fair and just opportunity to be as healthy as possible. They center their grant-making investments in under-served communities in collaboration with national, regional, and local organizations focused on women’s health, mental health, heart health, health-related social needs, disaster recovery and relief, scholarships, and funding for nonprofits in regional hubs.

2023 Community Giving Initiatives

Heart Health - CVS Health® is collaborating with the American Heart Association (AHA) to bring awareness to the leading cause of death for men and women in America. As the National Presenting Sponsor of the American Heart Association’s Go Red for Women movement, we want to empower women to take charge of their heart health. Our customers also supported AHA through a 2023 CVS Pharmacy in-store fundraising campaign which raised \$2.8M.

Women’s Health - In 2023, CVS Health Foundation invested \$6.6M in maternal and women’s health. In addition to existing grants, new multi-year partnerships, launched in 2023 with the American Heart Association, Massachusetts General Hospital and March of Dimes, will focus on linking women to care for hypertension during pregnancy and postpartum and expanding the doula workforce.

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Mental Health - In response to the continuing decline in mental health outcomes for young people ages 12 to 24, CVS Health Foundation announced its Centering Youth Mental Health initiative, a multi-year philanthropic investment of \$3M to improve adolescent and young adult mental health. The Foundation awarded grants for youth mental health to the San Antonio Mobile Mental Wellness Collaborative, the Illinois System of Care (SOC) Coalition, and the Healthy Start Coalition of Hillsborough County (HSC). Through this initiative, the Foundation is leveraging existing health networks and relationships to foster change among young people struggling with mental health challenges.

CVS Health® colleagues are committed to giving back to the communities where they live and work, especially through volunteerism. 1,354 volunteer hours were logged by CVS Health colleagues in Massachusetts in 2023, which equates to \$43,073 in donated time.

Health-Related Social Needs - Health Zones - Health Zones, an initiative launched in 2021 by CVS Health® and its Foundation, is a place-based collaboration with key nonprofits to address health-related social needs and improve community health outcomes. In 2023, the Foundation provided \$4M in funding to local agencies of National Association for Free and Charitable Clinics, Feeding America, and the National Association of Community Health Centers, along with dollars raised from customers through in-store campaigns. *Food Security* - CVS Health® has engaged in multi-year commitments to Feeding America, Community Servings, Lemontree, and Share Our Strength, Inc. designed to focus on increasing access to nutritious food for vulnerable populations, including children at school and people with diet-related chronic illnesses.

Throughout the year, our customers donated \$8.2M through in-store campaigns and colleague engagement activities with our 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. In 2023, we invested \$2.7M in Massachusetts.

Workforce Innovation Talent Centers - Our Workforce Innovation and Talent Centers (WITCs) serve as hubs for training and preparing the local community for careers in health care while developing new pipelines of untapped talent for our enterprise. In Massachusetts, we have 48 active partners.

WITC Impact by Numbers:

- 210** Candidates developed for careers through WITCs and other customized programs
- 1,061** People transitioned from public assistance into careers with CVS Health
- 44** Summer Youth Hired

2023 Community Giving Overview in Massachusetts

Total Community Giving in Massachusetts:\$3,218,085

Pharmacy School, Nurse Practitioner and Physician’s Assistant Scholarships:..... \$40,000

Volunteer Hours:..... 1,355

Colleague grants, Matched Donations and Scholarships: \$24,025

Project Health Participants Screened:.....1,916

Grantee Spotlight

United Negro College Fund Inc.	Boston	\$2,000,000
Community Servings Inc	Jamaica Plain....	\$325,000
President And Fellows Of Harvard College.....	Cambridge.....	\$90,000
Center For Human Development.....	Springfield	\$75,000
Tech Goes Home Incorporated	Boston	\$75,000

Community Engagement

Our CVS Health® colleagues are committed to giving back to the communities where they live and work, especially through volunteerism. 1,354.5 volunteer hours were logged by CVS Health colleagues in Massachusetts in 2023, which equates to \$43,073 in donated time.

Through our matching gifts program, we were able to contribute \$2.3M throughout the country. In Massachusetts, we contributed \$111,097 in 2023.

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PLACE OF BUSINESS

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

[Cigna.com](https://www.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

758

CIGNA CONNECTS CORPORATE RESPONSIBILITY REPORT

<https://www.thecignagroup.com/static/www-thecignagroup-com/docs/2023-esg-report.pdf>

Community Giving Program

Cigna’s mission, to improve the health and vitality of those they serve, is at the heart of everything they do. The vision is a better future built on the vitality of every individual and every community. 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.

2023 Community Giving Initiatives

In 2023, Cigna’s charitable contributions totaled nearly \$51 million. These donations included approximately \$15.6 million toward reducing barriers to health equity. In particular, focus on mental health and education/workforce development as well as grants supporting veterans, active-duty military, first responders, social issues and disaster relief.

Employees at Cigna also logged tens of thousands of volunteer hours to various causes, equating to approximately \$3.7million in volunteer engagement.

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.

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

- **Taste of Perkins at Perkins School for the Blind** – Perkins School for the Blind provides education for children and young adults who are blind and visually impaired with multiple disabilities. This event that we sponsor allows participants to use their other 4 senses to get a “taste” of what it’s like to try new foods without being able to see it first.
- **Corporate Cup Challenge for Boston Children’s Hospital** – This event allows teams to come together for adult field day and raise money for kids and families in need of medical procedures for complex diseases.

Through additional corporate charitable sponsorships, Cigna supported organizations benefiting Massachusetts residents, including Brigham and Women’s Hospital Trauma Center, The Boys and Girls Club of Metro South, Reach Out and Read, Hope & Comfort, Operation Warm and more.

In 2023, Cigna’s charitable contributions totaled nearly \$51 million. These donations included approximately \$15.6 million toward reducing barriers to health equity



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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

1,821

2023 Community Giving

Commonwealth Care Alliance’s (CCA) Community Giving program is designed to demonstrate CCA’s deep commitment to our roots in the Commonwealth and our unwavering commitment to support individuals and organizations in need. In addition to the community benefit created by uncompensated care provided by CCA’s clinical and primary care groups, CCA made charitable contributions of more than \$558,000 to other nonprofits across the Commonwealth in 2023. CCA focuses giving on those organizations whose missions align with CCA’s to improve the health and well-being of people with the most significant needs, supporting a diverse range of local and national organizations that are committed to improving outcomes for the populations we serve.

In 2023, CCA was pleased to sponsor numerous community-based events across the Commonwealth. CCA’s philanthropy goals prioritize mission-aligned organizations that advocate for or deliver services in support of the needs of those we serve. Examples of these events included: the Cape Abilities Annual Harbor Walk, National Alliance on Mental Illness NAMIWalks, Your Way Massachusetts, Lynn Community Health Center Food Pantry, Coastline Elderly Services Celebration of Seniors, Boston Center for Independent Living Awards, Somerville-Cambridge Elder Services the Future of Aging Forum, Boston Self Help Center Boston Brakers Power Wheelchair Soccer Club, and the Walk to End Alzheimer’s.

Community Contributions and Involvement

CCA is committed to volunteerism as an extension of our work with community-based organizations, directed at helping the communities we serve. Our volunteer efforts align with our mission and reflect our commitment to driving health equity.

CCA’s Community Service Program affords all employees the opportunity for two paid days of volunteer work toward mission-aligned charitable organizations, resulting in more than 28,000 volunteer hours available to eligible CCA employees in 2023. CCA employees donated volunteer hours to organizations and outreach efforts in their local communities in support of mental and behavioral health, housing and food security, disability rights and senior living.

Additionally, during our two Day of Service events, employees contributed another 1,400 volunteer hours to organizations such as Habitat for Humanity, the Food Bank of Western Massachusetts, the Brown Bag: Food for Elders program, and Food Link.



A Focus on Community

CCA was founded on a vision to fundamentally change health care delivery for people with the most significant needs. Over the past two decades we have pioneered care delivery solutions and technologies that help people achieve better health and quality of life. CCA's giving leverages the value of this collective expertise and years of experience to collaborate with our longstanding community partners across the Commonwealth to find innovative solutions to problems facing their communities. We use what we have learned and the community-based connections we've built to make a difference in the populations we serve.

What Does This Look Like in Practice?

In 2023 we found that 43% of CCA One Care members and 49% of CCA SCO members reported feeling isolated. And so, we leaned into the

volunteerism of our own employees, who understood the value of a simple 15-minute phone call. CCA volunteers partner up with members for weekly check-in chats about non-clinical topics via our Phone Buddy Program. We also launched The Friendship Project with our community partner, Advocates. Through this program, CCA members are matched with a partner for in-person get-togethers at places like the gym, coffee shop, movie theatre or wherever else the pair chooses. [Learn more about these programs designed to help address social isolation.](#)

Housing Support for the Most Vulnerable

CCA recognizes the significant health impacts of housing insecurity and the great need for behavioral health services and wraparound supports, like care management, transportation or food assistance.

In 2021, building on CCA's reputation for delivering in times of crisis, the Commonwealth of Massachusetts asked us to partner with them to support people who were living in a tent encampment at the intersection of Massachusetts Avenue and Melnea Cass Boulevard, commonly referred to as Mass and Cass, in Boston. This area had grown to become the center of Boston's opioid crisis in recent years.

In collaboration with the Commonwealth of Massachusetts and City of Boston, CCA created a first-of-its-kind temporary supportive housing community on the Shattuck Hospital campus in Jamaica Plain, Massachusetts:

- “Low-threshold” cottages providing an array of supportive services to help guests experiencing chronic homelessness transition to permanent housing
- As of the end of 2023, 60% of residents served by the Cottages had moved on to permanent housing.

In 2023, the Commonwealth of Massachusetts tapped us once again, this time to provide critical support for the Massachusetts Family Emergency Shelter program.

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By the end of December 2023, CCA had launched two shelter sites supporting more than 260 families, or over 800 people, nearly half of whom are children and babies. About 90% of the families are new arrivals to the U.S., fleeing natural disasters or civil unrest, while some are U.S. citizens experiencing homelessness or domestic violence.

By the end of December 2023, CCA had launched two shelter sites supporting more than 260 families, or over 800 people, nearly half of whom are children and babies.

Our teams operationalize medical, behavioral, and social care centered around family-focused linguistic and cultural needs. Many of our front-line staff have similar lived experiences to the families we serve. In collaboration with local agencies, we provide case management and nurse triage support, connecting shelter families to MassHealth, community-based primary care, food assistance, vaccinations, schools, daycare, immigration legal aid, and help to find permanent housing. We also provide on-site clinical services, behavioral health specialists, language interpretation, transportation to medical appointments, and care coordinators – all with the goal of helping shelter families on the pathway to permanent housing.

- **180+ children enrolled in school***
- **372 work permits applied for***
- **First permanent housing placement October 2023***

"A significant number of these families have been on harrowing journeys, traveling through dozens of countries by foot, bus, and beyond, to get here. So many of our children have no memory of structured play, of peer play, and they have developmental delay. It's not just the work that we're doing to

get them enrolled in school, but also to bring onsite early intervention and support to help them with what they've missed in social emotional wellbeing and development." – Wendy Skelton, CCA Director of Clinical Integrated Care and Innovation

Watch the video to learn more about our extraordinary efforts with these shelters.



Medical-Legal Partnership — Where Housing is the Greatest Need

CCA and Community Legal Aid formed a partnership to assist low-income and elderly individuals and families in the greater Springfield area. This innovative collaboration aims to address health-harming legal problems such as poor housing conditions, risk of eviction and homelessness; lack of access to public benefits resulting in food insecurity or financial instability; or the need for orders of protection for someone threatened by physical violence at home, all of which affect social factors that impact member health and overall well-being. By far, housing is the largest percentage of cases served by the MLP.

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CCA members have reported that – even if their legal issue was not resolved in their favor – having the support of the medical-legal partnership attorney greatly reduced their stress and helped them to feel supported.

A Housing Success Story

And furthering our commitment to partnering with community-based organizations who share our mission, [please read about our partners at Lynn Community Health Center](#) and the success story of a CCA member who recently secured her first apartment.

**CCA internal data through 12/31/23*



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PLACE OF BUSINESS

1 Mercantile St., Ste. 400

Worcester, MA 01608

FallonHealth.org

TAX STATUS

Not for Profit

PRESIDENT & CEO

Manny Lopes

POPULATIONS SERVED

Medicare Advantage HMO, Medicare Advantage Special Needs Plan (SNP)/ Senior Care Options Program (SCO), Medicare Supplement, MassHealth Accountable Care Organization (ACO) Partnership Plans, Program of All-Inclusive Care for the Elderly (PACE), and Commercial/ConnectorCare

NUMBER OF FULL-TIME EMPLOYEES

1,258

Community Giving Program

Fallon Health's community focus is at the heart of all the organization does. As one of the country's leading not-for-profit health care services organizations, Fallon Health lives up to its mission of improving health and inspiring hope. And through community engagement efforts, continually looks for ways to make a meaningful difference in the lives of those who need them most. Fallon Health works cooperatively with diverse and like-minded health care and community-based organizations, as well as with 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 Fallon Health's Community Giving Program are to:

- Develop, implement, and support programs that improve the health status of underserved or at-risk populations within its service area as determined by the needs of the communities it serves.
- Continue Fallon Health's role as a health educator by providing resources, hosting health and information programs, and by bringing general information to the public through speaking engagements, programs, and the use of its communication platforms.
- Convene key community audiences, providers, community-based organizations, and individuals to discuss escalating health issues that have a significant effect on the community's positive health outcomes, access to quality care, and overall cost of care.
- Develop partnerships that allow Fallon Health to 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.

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- 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.

Fallon Health's community focus is at the heart of all the organization does. As one of the country's leading not-for-profit health care services organizations, Fallon Health lives up to its mission of improving health and inspiring hope.

2023 Community Giving Initiatives

In 2023, Fallon Health invested \$1.3 million in community organizations across our service area through volunteering, in-kind services and these funding programs:

- **Community Impact Grants Program** – Fallon Health awarded \$200,000 in grants to 15 community-based organizations across its service area. Funding priorities were food insecurity and health initiatives for older adults, with priority given to programs working to address health inequities, reduce barriers, and improve health outcomes. The grants were used to help fund innovative community-based programs that support areas or populations that are particularly vulnerable to food insecurity, or that provide support to older adults in their homes and communities. The following organizations received funding:
 - Berkshire Bounty – Berkshire Bounty Food Purchase Program
 - Boston Area Gleaners – Food Access Program
 - Cambodian Mutual Assistance Association of Greater Lowell – Home Safety for Elders and Access to Culturally-Relevant Nutrition
 - Central Massachusetts Housing Alliance – Elder Home Repair and Maintenance
 - Community Harvest Project – Growing Consistency in Addressing Food Insecurity
 - Digger Foods – Mobile Farmers' Market
 - Elder Services of Worcester Area – Making Connections Memory Café (Spanish Expansion)
 - Food Link – Food Access to Improve Healthy Outcomes for Older Adults
 - Making Opportunity Count – MOC Elder Nutrition Services
 - Merrimack Valley Food Bank – Mobile Pantry
 - Mill City Grows – Fresh Food to Your Door
 - Neighbors in Need – Neighbors in Need Food Program
 - Southeast Asian Coalition of Central MA – Elder Supports
 - Spoonfuls, Inc. – Food Rescue & Hunger Relief in Worcester County & Hampden County
 - The Salvation Army (Springfield) – Emergency Food Pantry and Mobile Feeding Initiative
- **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 Health's service area. In 2023, they awarded mini grants totaling \$54,000 to 38 organizations.
- **Corporate Sponsorship** – Fallon Health has a long-standing commitment to support other not-for-profit community and business partners that are closely aligned with its mission. In 2023, Fallon Health provided corporate sponsorships to dozens of organizations including the Ron Burton Training Village, The Shine Initiative, City of Leominster Relief fund, and more.

Fallon Health personally visits many of the organizations it provides funding to. This provides an important opportunity for them to learn more about the region’s needs and how all partners can work together to be a continued resource to the communities they serve.



Fallon Health Care Ambassadors spent the day getting the Ron Burton Training Village campus ready for its youth summer program.

2023 Community Giving Program Expenditures

Community-Clinical Linkages	\$45,500
Total Population or Community-wide Interventions.....	\$194,191
Access/Coverage Supports	\$23,500
Direct Clinical Services.....	\$8,500
Infrastructure to Support CB Collaborations	\$10,000
Employee Volunteering.....	\$132,135
Additional Community Benefits	\$937,854
Total Community Giving Expenditures	\$1,351,680

Community Contributions and Involvement

Throughout 2023, Fallon Health provided more than \$847,000 in sponsorships for dozens of programs and organizations closely aligned with its mission of improving health and inspiring hope.

The organization’s employees are encouraged to volunteer in the community, and each employee is provided with eight hours of paid work time to do so. In 2023, Fallon Health employees engaged in 6,426 hours of community service, of which 893 hours were used to support Fallon Health driven initiatives. Highlights of Fallon Health’s giving, accomplished through sponsorships or employee engagement, include:

- **Hunger Relief Funding** – Fallon Health partnered with the Worcester Railers Hockey Club to provide lunches to Worcester public school students participating in the Skate to Success initiative and continued its Strike Out Hunger campaign with the Worcester Red Sox, which culminated in Fallon Health donating \$50,000 to the Worcester County Food Bank.
- **Participating in the United Way Campaign** – Through the annual United Way Campaign, Fallon Health helps the most underserved or at-risk people in the community access food, shelter, transportation, job opportunities, and other valuable resources. The organization gives back through corporate giving as well as through 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 2023, Fallon employees used approximately 102 hours to support United Way’s campaign activities. These efforts helped raise more than \$44,000 with most funds distributed to the United Way of Central Massachusetts. The remaining funds were distributed to the United Way of Tri-County Inc., the United Way of Massachusetts Bay & Merrimack Valley, the United Way of North Central

Massachusetts, the United Way of South-Central Massachusetts, the United Way of Greater Fall River, Berkshire County United Way, the United Way of Greater Plymouth County and the United Way of Franklin County.

- **Community Engagement, Volunteer Leadership, and Event Participation** – Fallon Health employees at all levels are deeply engaged in supporting community outreach efforts. In 2023, a number of employees donated their time and talents to serve on boards and committees throughout the state, including the American Diabetes Association, Boston Healthcare for the Homeless, the Boys & Girls Club of Worcester, YWCA of Central Mass., CASA Project, Duxbury Board of Health, Mass. Association of Health Plans, Mass. PACE Association, the Worcester Regional Chamber of Commerce, the Girl Scouts of Central and Western Mass., and Open Sky Community Services.

An Engaged Workforce

Fallon Health believes engaging with the diverse communities it serves is crucial to the success of achieving its mission and is at the core of who the organization is. Ways in which employees gave back included:

- **Supporting Habitat for Humanity.** Fallon Health recognizes that housing and health are connected. To live its mission, dozens of Care Ambassadors from across the organization took part in several projects with Habitat for Humanity organizations in Acton and Fitchburg helping to build affordable housing for deserving families.
- **Engaging in community events.** Fallon Health employees are active in community events. Highlights from 2023 include participating in Worcester's St. Patrick's Day parade, joining The Walk to End Alzheimer's events across the Commonwealth, and engaging with the community at Worcester's Pride Fest.
- **Leading Workgroups.** Fallon Health 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 and continuing today to address root causes of inequities and barriers in Central Massachusetts.

- **Supporting Food Pantries.** In 2023, Fallon Health continued its focus on supporting food pantries to feed underserved or at-risk older adults, families, and children, including the Community Foundation of North Central MA, Mill City Grows, Sharon Cooperative School, Digger Foods, Berkshire Bounty, and the Merrimack Valley Food Bank. In addition, employees provided meals for 519 families across key service areas with their Feed-a-Family program in Berkshire County, Springfield, Leominster, Lowell, Webster, and Worcester, amounting to \$31,140 in food donations.



Leaders from Fallon Health and the Worcester Red Sox present a \$50,000 check to the Worcester County Food Bank before the annual Strike Out Hunger game.

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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 Giving Program

Health New England’s mission, as part of Baystate Health (an integrated health care system), is to improve the health and lives of the people in the communities they serve by providing outstanding service, delivering superior value and acting as a leading corporate citizen.

In 2023, Health New England continued committing to improve the health status in communities they serve by addressing racial, ethnic, economic, and gender health disparities and improving health equity for all. Health New England’s Community Giving program aligns with their internal population health strategy, Diversity, Equity, Inclusion, Belonging (DEIB) and health equity committee strategies. Their Community Giving program includes the following elements needed for individuals, families and communities to thrive:

1. Focus on prevention and increasing access to quality health and wellness care;
2. Be a resource to the community for health information and wellness programs;
3. Sponsor/underwrite the cost of health improvement programs focused on at-risk families and children that demonstrate improvements in community health status;
4. Focus on amelioration of root causes of health disparities and inequities, including economic and social determinants;
5. Measure improvements in community health status that result from our efforts;
6. Invest the time, talent, and resources necessary to accomplish these goals;
7. Commit to focusing and embedding health equity in current and all future community health strategies and initiatives; and
8. Meet the Massachusetts Attorney General’s Community Benefits Guidelines for Nonprofit Health Maintenance Organizations.

In 2023, Health New England further advanced existing multiyear commitments to organizations through the **Where Health Matters Grant Program**, with \$250,000 additional grant funds.

- **Berkshires Nursing Families** (BNF) received \$50,000 in funding to support the “Investing in Lactation Support for Families of Color and Black Birthing Support in the Berkshires.” Over the next year, BNF will provide access to culturally relevant and responsive perinatal health supports for birthing people of color and infants of color in Berkshire County. (Year 1 out of 1)

In 2023, Health New England further advanced existing multiyear commitments to organizations through the Where Health Matters Grant Program, with \$250,000 additional grant funds.

- **Gardening the Community** (GTC) received \$50,000 in funding to support the “Use HIP, Get Healthy”. Over the next year, GTC will formalize outreach strategies and strengthen organizational partnerships to develop a citywide systems approach to Healthy Incentive Program (HIP) outreach. Activities include but are not limited to 1) Hiring a HIP Outreach manager and six resident peer HIP educators (3 bilingual); 2) Educating parent liaisons at Springfield and Holyoke elementary schools; 3) Identifying 35 agencies to receive HIP trainings; and 4) Hosting biweekly pop-up produce markets at Brightwood and Caring Health Centers, Square One, and summer meal distribution sites. (Year 1 out of 1)
- **Volunteers in Medicine Berkshires** (VIM) received \$50,000 in funding to support the “Training for Trauma-Informed Care and Building a Medical/Legal/Behavioral Health Care Model.” Over the next year, VIM will improve health outcomes and reduce health care costs by providing integrated medical, behavioral, social and legal

services and addressing social determinants of health for Berkshire County immigrants. (Year 1 out of 1)



Volunteers in Medicine Berkshires - Medical/Legal/Behavioral Health Care Model Program

- **The Care Center** received \$150,000 in funding over 3 years to provide a stable, inspiring, and safe home for young families by supporting young mothers in the process of attaining their college degree. In May of 2023, The Care Center discontinued their partnership with Way Finders, and developed a new partnership with Holyoke Housing Authority. The Care Center has received ten housing vouchers, with two Care Center students and their families moved into their new homes. (Year 3 out of 3)
- **Wellspring** received \$150,000 in funding over 3 years to support the “Go Fresh Mobile Market Program”. Go Fresh Market will 1) double the number of people 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. (Year 3 out of 3)

Diversity, Equity, Inclusion, Belonging (DEIB) Mini Grants – Health New England awarded \$97,500 in DEIB mini grants to 18 local non-profit organizations, supporting programs that address mental health and combatting the opioid crisis. Each program focused on both health equity and social determinants of health.



*Day of Caring Volunteers – Friends of the Homeless
Springfield, MA*

Long-Term Community Grant Commitments – Health New England strengthened its policies and practices of community giving, and collaborated with key community partners to advance systematic and meaningful solutions of health impacted by social influences, including racism, in our community. Long-term community partners Health New England supported this year were Big Brothers Big Sisters Franklin, Friends of the Homeless, Indian Orchard Citizens Council, Public Health Institute of Western MA, Springfield Pride Parade and United Way of Pioneer Valley.

Health New England Community Benefit Forums – Health New England and Baystate Health co-hosted four multi-hour Community Benefit Forums between July and September 2023. These forums reconvened community partners in an in-person setting to kick-start community engagement post-COVID, and highlight the initiatives set in place in response to both Health New England’s and Baystate Health’s Community Health Needs Assessment, with an emphasis on youth mental health.

Equity in the 413 Summit – Health New England was an organizing partner for the Western Massachusetts Racial Equity Summit that took place on October 24, and hosted over 400 attendees. This call-to-action helped attendees from Western MA align readiness and efforts to advance racial equity in the workplaces and organizations across western Massachusetts. Health New England was also a presenter of “How to Get Started, A Roadmap for DEIB” using the Kotter Model framework. This presentation was derived out of Health New England’s continued successful approach to DEIB and it provided a framework to participants.

2023 Community Giving Program Expenditures

Direct Clinical Services.....	\$75,700
Community-Clinical Linkages	\$71,650
Total Population or Communitywide Interventions	\$302,650
Total Community Giving Expenditures	\$450,000

Community Contributions and Involvement

Volunteerism is central to Health New England’s mission to act as a leading corporate citizen. Overall, in 2023 Health New England associates participated in community service and volunteered approximately 2,500 hours.

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Many of Health New England’s leadership serve on the boards of local nonprofit community organizations as a way to share their expertise and give back to the community. These organizations are: Berkshire County Arc, Girls on the Run Worcester, Helping Hands Society, Multicultural Community Services of the Pioneer Valley, Public Health Institute of Western MA, Rays of Hope, Revitalize Community Development Corporation, Safe Passage, Springfield Chamber of Commerce, Toastmasters’ of Downtown Springfield, United Way of Pioneer Valley, Western New England University Center for Social Justice, Work Opportunity Center, Worksite Wellness Council of Massachusetts, and the University of Massachusetts Amherst School of Health and Humans Sciences.

opportunities for associates that are meaningful, purposeful and that give back directly to our community. Between June and October 2023, 79 associates (20% of employees) engaged in over 350 hours partnering with local non-profit community organizations that focus on providing local, healthy, affordable and accessible food to their communities.

In addition, Health New England Associates contributions include monthly meal service at Friends of the Homeless, United Way Day of Caring, support of veterans and military groups, and gift donations for the Children’s Study Home. Moreover, Associates are dedicated to the Baystate Health Foundation’s fundraising events and volunteered at the Children’s Miracle Network Radiothon and Rays of Hope Walk/Run as well as donated funds to these and other Baystate events.

In 2023, Health New England associates participated in the planning and celebration of Springfield Pride Parade, Springfield Puerto Rican Parade, and Springfield Stone Soul Festival. Additionally, Health New England leverages in-kind donations and services such as supplies, materials, print and graphic design to many non-profit community organizations.

Health New England provided sponsorships and funding to select community-based organizations that contribute to the economic success of the region. In 2023, Health New England funded approximately \$150,000 in corporate sponsorships that extend beyond the Community Giving program. This amount does not include leveraged funds, in-kind donations or volunteerism.



Health New England associates volunteering at Baystate Children’s Hospital WMAS Radiothon

Associates across the organization have demonstrated a commitment to community service. In June 2023, Health New England launched its Day of Caring Program to create and foster community engagement

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Mass General Brigham
Health Plan

PLACE OF BUSINESS

399 Revolution Drive
Somerville, MA 02145

MassGeneralBrighamHealthPlan.org

TAX STATUS

Not for Profit

PRESIDENT & CEO

Steven Tringale

POPULATIONS SERVED

Commercial, Medicaid, and Medicare Advantage

NUMBER OF FULL-TIME EMPLOYEES

655

Community Benefits Program

The Mass General Brigham Health Plan Community Benefits Program is culturally responsive to the health and social needs of communities throughout Massachusetts. An integral part of this program is to improve and maintain health status, promote health equity for diverse populations, and expand access to health care in the communities we serve. We work in partnership with the Commonwealth of Massachusetts (Commonwealth), community health centers (CHCs), and community-based organizations to identify, develop, and support community benefits programs that meet the needs of local populations.

2023 Community Benefits Initiatives

Mass General Brigham Health Plan has proudly partnered with and supported various local community-based organizations that are focused on improving health outcomes for members in the community.

For example, Mass General Brigham Health Plan partnered with the American Diabetes Association to be the signature sponsor for the 2023 Boston State of Diabetes event at Roxbury Community College. The focus of this education event was free diabetes screenings, diabetes resources, providing healthy food, and raising the level of consciousness around health equity. A public panel including industry leaders, health care providers, and innovators explored and addressed health inequities and inspired solutions and resources to engage the community. Following the panel, free health screenings and resources on blood pressure, A1C levels, foot health, and oral health checks were provided.

Mass General Brigham Health Plan participated in an eight-week activation designed to promote mental and physical wellbeing in the Fall of 2023, called "Find Your Stride." The goal of the activation was to raise awareness about the connection between movement and mental health and demonstrate that just a little bit of movement can contribute to overall mental well-being.

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Mass General Brigham Health Plan showed up at eight locations, including multiple 5K and 10k runs, a Boston College football game, NeighborHealth (formerly known as the East Boston Neighborhood Community Health Center), the Thanksgiving Day parade in Plymouth, MA and a farmer's market in Chelsea, MA. At each location, three treadmills and a hand cycle were set up and attendees were encouraged to participate by walking just for a few minutes. Throughout the activation, we promoted our pop-up locations on social media and had a number of prizes, including Mass General Brigham Health Plan-branded SWAG and multiple pairs of New Balance sneakers. At the end of the activation, we conducted a raffle and anyone who had promoted the activation on social media was entered to win a treadmill. Overall, the event was a huge success and generated a lot of excitement and awareness about mental health and physical activity.

Mass General Brigham Health Plan continues to offer programs and services to the members of the Massachusetts community to help ensure that all members of the Commonwealth are able to live a healthy and active lifestyle.

Mass General Brigham Health Plan sponsored the El Mundo Tu Salud: Latino Health and Wellness Fair, which brings together the Latino community to promote healthy living and feature interactive activities, games, and entertainment for all ages. Nearly a third of Latino residents in Massachusetts reported having a health care need unattended due to high medical costs. Many Latino families also still face limited access, information, and many challenges in enrolling in health coverage options. The fair allows for the Latino community to connect with health care providers, services, and health care coverage. Mass General Brigham also had a community care van at the event to share helpful information about health insurance options for the whole family.

2023 Community Resources

As part of our commitment to supporting the wellness of our communities, we provide our members and constituents with helpful information and tips to promote overall health and wellbeing from leading clinical experts across our blog and social media channels. In 2023, some of our top blog and social media posts included:

- Here's what to know about the accuracy of TV medical shows;
- The 3 biggest health risks affecting teachers;
- How to find a new doctor;
- Take the stress out of changing PCPs;
- This is what turns new hires into long-term employees;
- Want a health boost? Listen to this type of music.

2023 Community Benefits Program Expenditures

Total Expenditures.....\$8,937,104

Community Contributions and Involvement

Mass General Brigham Health Plan continues to offer programs and services to the members of the Massachusetts community to help ensure that all members of the Commonwealth are able to live a healthy and active lifestyle. Through innovative programs with Mass General Brigham, investments in the organizations that serve our community and the development of informational and educational resources, we were able to make an impact.

In FY2023, Mass General Brigham Health Plan distributed over \$222,486 to local organizations throughout Massachusetts through sponsorships and donations. The organizations were aligned with categories set forth by the Commonwealth Community Benefits program including housing

stability, food insecurity, mental health, substance use disorders, and chronic disease. Through donations to food banks, homeless shelters, and behavioral health organizations, we were able to provide essential services to Massachusetts residents whose health and well-being are most immediately impacted by social determinants of health.

Organizations that Mass General Brigham Health Plan supported with financial donations this year included: Casa Myrna, Advocates, Fresh Start 508, Fathers' Uplift, Community Servings, Haley House, Somerville Homeless Coalition, Samaritans, American Lung Association of Northeast, Doug Flutie Jr. Foundation For Autism, El Mundo, Home Base, HomeStart, Colon Cancer Coalition, AgeSpan, Merrimack Valley Food Bank, UTEC, Action For Boston Community Development, Alzheimer's Association Boston, One Mission, Asthma and Allergy Foundation of America, New England Chapter, The Wish Project, American Diabetes Association, Rescuing Leftover Cuisine, Mass General Hospital Chelsea and Revere, Lowell House, BayState Banner - Be Healthy Magazine, Count the Kicks, and the Food Project.

In addition, Mass General Brigham Health Plan 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 approximately 12,000 women a year. During the month of December, Mass General Brigham Health Plan employees participated in a virtual employee food drive. Employees donated 88 items 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. Mass General Brigham Health Plan employees volunteered at Cradles to Crayons' distribution center, sorting clothing for all ages, and made personal monetary donations as well.



MGBHP Staff members at Community Servings in Jamaica Plain

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PLACE OF BUSINESS

1 Wellness Way

Canton, MA 02021

www.point32health.org

www.point32healthfoundation.org

TAX STATUS

Not for Profit

INTERIM CEO

Eileen Auen

POPULATIONS SERVED

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

NUMBER OF FULL-TIME EMPLOYEES

4,429

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. One of the top 20 health plans in the United States, Point32Health builds on the quality, nonprofit heritage of its founding organizations, Harvard Pilgrim Health Care and Tufts Health Plan. Point32Health believes everyone should have equitable access to affordable, high-quality health care, no matter age, race, ethnicity, socioeconomic status, orientation, gender identity or ability. Point32Health offers a diverse range of health plans that help improve the health and wellness of the nearly 2 million members it serves. Every day, Point32Health works to guide and empower healthier lives for everyone.

The 2023 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) Corporate Citizenship programs, including significant giving and volunteer service; 3) research and education activities conducted by the Harvard Pilgrim Health Care Institute; and 4) health equity and clinical innovation programs.

These community investments embody a commitment to be relevant, flexible and inclusive. The company and its Foundation support nonprofit organizations working to increase access to healthy, affordable food, improve the lives of older people and address mental health needs - all with a focus on communities facing systemic barriers. The Foundation's purpose is to work with communities to support, advocate for, and advance healthier lives for everyone.

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With support from its Foundation, Point32Health’s corporate citizenship efforts engage employees through match and volunteer programs, extending opportunities to give more broadly to the community. Board members and employees of Point32Health companies are eligible for the various match programs. In 2023, 48% of employees and 55% of board members participated in one or more of these giving and service programs. With donations, fundraising, and volunteer service, plus the Foundation matches, Point32Health and its employees delivered more than \$1.6 million to more than 600 nonprofits (80% went to nonprofits serving Massachusetts communities). These organizations support the community benefits mission and promote health and wellness in diverse communities throughout the Commonwealth. Point32Health companies also support community organizations and programs through company-sponsored volunteering, board service, sponsorships, in-kind and other donations.

In 2023, Point32Health and its Foundation invested more than \$9.3 million in nonprofits serving communities in Massachusetts. Centering equity and community leadership, Foundation investments went to communities experiencing systemic barriers and inequities, including people of color, immigrants, those living with disabilities, people who identify as LGBTQIA+, and those living in rural communities.

Point32Health also promotes and supports community through civic engagement by employees; diversity, equity, inclusion and accessibility programs in support of employees and the plan’s mission; employee development; environmental sustainability initiatives; and high standards for governance, ethics, customer privacy, and satisfaction.

These efforts demonstrate lived values -- to be a good neighbor and to practice good corporate citizenship. For four years, Point32Health has earned national recognition for its focus on community. Named to [The Civic 50 by Points of Light](#), the world’s largest nonprofit dedicated to volunteer service, Point32Health is one of 50 companies nationwide named for superior corporate citizenship programs based on the 2023 reporting year. This honor showcases the ways companies use their time, skills and resources to drive social impact in communities and within their companies.



2023 Community Benefits Initiatives

In 2023, Point32Health and its Foundation invested more than \$9.3 million in nonprofits serving communities in Massachusetts.

Centering equity and community leadership, Foundation investments went to communities experiencing systemic barriers and inequities, including people of color, immigrants, those living with disabilities, people who identify as LGBTQIA+, and those living in rural communities. Resources were also allocated to support social and racial justice.

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Building on the legacy of Harvard Pilgrim Health Care and Tufts Health Plan Foundations, the Point32Health Foundation continued to focus on access to healthy food, healthy aging/older adults and behavioral health. These focus areas will continue through 2024.

- Invested \$5.4 million (direct and in-kind) to support the Harvard Pilgrim Health Care Institute’s research to improve health care delivery and population health.
- Gave more than \$3.8 million in grants to organizations serving Massachusetts communities.
- 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. Additionally, a new, \$150,000, two-year grant was awarded to the Equality Fund.
- 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 region and 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. Currently, there are over 200 age- and dementia-friendly communities in the state.
- Invested \$540,000 in community-based mental health programs for youth and older adults across the state—an ongoing priority in community. Also supported policy and systems change work in mental health through Massachusetts chapter of National Alliance on Mental Illness and the Older Adult Behavioral Health Network at the Massachusetts Association of Mental Health.
- Invested more than \$1.3 million in systemic food security solutions and programs delivering fresh, affordable, healthy food. These include investments to expand capacity of mobile markets, gleaning programs and other local organizations.

- Housing insecurity and rental relief were priorities in many communities. The Foundation supported Massachusetts Coalition for the Homeless to address housing insecurity among older adults.

2023 Massachusetts Community Benefits Program Expenditures

Grants:.....	\$3,830,853
Sponsorships:.....	\$2,011,076
Matching Gifts:	\$805,160
In-kind Donations:	\$1,129,395
Value of Employee Volunteerism:.....	\$394,715
Direct investment to the Harvard Pilgrim Institute:	\$1,000,000
Additional Community Benefits:	\$138,756
Total Community Benefits Expenditures:.....	\$9,309,955

Community Contributions & Involvement

In 2023, Point32Health made donations and sponsored events throughout the Commonwealth:

- Gave more than \$2.8M in corporate and Foundation sponsorship support for nonprofit fundraising events and programs in communities the organization serves (71 percent with Massachusetts nonprofits).
- More than 600 Point32Health employees, family members and friends participated in the Walk to End Alzheimer’s in Massachusetts and other New England states. The effort raised a combined \$210,000+, including a match from the Foundation. For the ninth year in a row, the Point32Health team was named the #1 fundraising team in Massachusetts. Since 2012, this team has contributed more than \$1.8 million to support research, education and services.

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- More than 1,800 employees volunteered in 2023. In total, employees completed 11,489 hours with nonprofits (84% with Massachusetts nonprofits). The monetary value (based on the nonprofit Independent Sector calculation) is nearly \$460,000 and enhances the impact these community partners have on the people they serve.
- More than 30 Point32Health employees, families and friends participated in the National Alliance on Mental Illness (NAMI) Massachusetts Walk. With a match from the Foundation, total contributions exceeded \$5,400 to support the mission of mental health for all.
- Employees donated more than \$57,000 in goods through drives supporting organizations addressing food and housing security, economic stability, and other social determinants of health (50% of items were donated to Massachusetts nonprofits).
- The Point32Health Match Program continued to offer a double match incentive for donations to organizations addressing justice and equity in the states we serve. The Foundation expanded Match Program eligibility to include organizations beyond its five core states that serve communities affected by disasters. Employees and board members gave generously to support people affected by natural and weather-related disasters like the wildfires in Hawaii and the earthquakes in Turkey and Syria; help deliver humanitarian aid in regions experiencing global conflicts; and support communities experiencing a mass shooting. In addition, Point32Health hit a new milestone on #GivingTuesday: more than \$1 million donated to community organizations advancing healthier lives for everyone—in just one day. Overall donations from employees and board members plus Foundation matches resulted in more than \$1.6 million going to more than 600 nonprofits (80% went to organizations serving Massachusetts communities).
- As part of Point32Health's work to increase the number of employees serving on nonprofit boards, it offered nonprofit board service training in partnership with United Way of Massachusetts Bay and Merrimack Valley. Forty-three employees participated in the four-session Board Connection series.

- Point32Health was ranked #15 on Boston Business Journal's list of Top Charitable Contributors in Massachusetts.
- Point32Health's Employee Needs Fund helps employees in the organization cope with unexpected financial hardships. In 2023, employees in need of financial support received grants totaling more than \$100,000.



Community is at the
center of our work and
trust the core principle.

- Because health starts where people live, work and play, Point32Health's service and giving programs 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 2024, the organization will continue to offer virtual volunteer and drive opportunities as well as in-person volunteer activities—so employees can choose what works best for them. Point32Health will continue its leadership in the Walk to End Alzheimer's and the NAMI walks in support of mental health awareness.
- The Foundation will continue to support Match and Volunteer Time Off programs offered through the Corporate Citizenship initiatives. The year-round double match will continue to be available for donations to organizations addressing justice and equity in the organization's core states.

This incentivizes giving to nonprofits advancing social and racial justice as well as eliminating systemic barriers.

- Point32Health offers employees paid time off to vote on Election Day.
- To honor and recognize employees and nonprofit organizations making a meaningful contribution to its community, Point32Health also will continue to celebrate the Community Spirit Awards.
- Point32Health recognizes the importance of the relationship between stable housing and the ability to access quality health care. People facing housing instability can experience a wide variety of health issues including elevated rates of chronic disease and mortality, as well as depression, anxiety and suicide. In response, Point32Health's Community Health Workers (CHWs) secured access to over \$1 million to assist 200 members transition into suitable housing under MassHealth's MATCH program, which helped mitigate the cost of housing by helping pay for move-in costs for eligible recipients. The Point32Health CHW team also helps members maintain health care coverage and assisted approximately 2,300 members to retain MassHealth eligibility.
- To ensure equitable access to health care resources during the MassHealth redetermination period, Point32Health's community engagement team collaborated with community-based organizations to educate and assist members and community residents in maintaining coverage.

Through a series of events, health fairs, and dedicated support spaces at health centers, the team engaged more than 25,000 people. As part of Point32Health's commitment to supporting Medicaid redetermination, it also sponsored a health care resource room at the Greater New Bedford Health Center to serve as a hub for health navigation and resources. Since its opening in 2023, this service has helped more than 5,200 community members access health insurance support while connecting them to other resources that address their health care needs.

- Point32Health's care management program helps members purchase nutritious groceries and fresh produce to alleviate food insecurity. The organization's community engagement team distributed more than 5,000 bags of food to 1,435 families last year. It also serves 500 households per month at a free mobile market in Revere, Mass., through a partnership with Cambridge Health Alliance and the Greater Boston Food Bank that began in 2018. Each household receives up to eight fresh fruits and vegetables and up to four nonperishable items each visit.
- Point32Health expanded TeamBirth to nine additional Massachusetts hospitals. A collaboration with Ariadne Labs, this program elevates the voice of the birthing person, respecting cultures and communication styles to improve safety, dignity and equity in childbirth.

Point32Health Impact Report 2023

<https://www.point32health.org/2023-impact-report/>

Point32Health Foundation Annual Report

<https://www.point32healthfoundation.org/news/annual-reports/>

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PLACE OF BUSINESS

1075 Main Street, Ste. 400

Waltham, MA 02451

SeniorWholeHealthMA.com

PRESIDENT & CEO

William Graham

CHIEF MEDICAL OFFICER:

Dr. Christopher Post

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

228

Community Giving Program

As one of the first Senior Care Option (SCO) plans in the Commonwealth, Senior Whole Health by Molina Healthcare (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.

In 2023, Senior Whole Health, in collaboration with The MolinaCares Accord, provided more than \$200,000 in financial support to benefit communities, faith and community-based organizations, and charitable foundations throughout the Commonwealth.

Since 2021, Senior Whole Health has been a part of Molina Healthcare, 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.

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In its 40-year history, Molina Healthcare has been a champion of community involvement and charitable giving. Today, through The MolinaCares Accord, Molina oversees a community investment platform that works to improve the health and lives of underserved communities by identifying and supporting promising solutions to address the many social issues that impact health care access, delivery, and outcomes. Key focus areas include social determinants of health, health equity, and access to care. Additionally, MolinaCares provides grant funding and support to on-the-ground organizations when communities experience natural disasters. Since 2021, MolinaCares has partnered with over 750 community-based organizations throughout 27 states to support the needs of local communities.

In 2023, Senior Whole Health, in collaboration with The MolinaCares Accord, provided more than \$200,000 in financial support to benefit communities, faith and community-based organizations, and charitable foundations throughout the Commonwealth.

2023 Community Giving Initiatives

Senior Whole Health was proud to provide contributions and direct financial support to support the mission of 25 community-based organizations, non-profit organizations, and charitable foundations throughout Massachusetts in 2023, including Health Care For All, Coastal Foodshed, Greater Boston Food Bank, Coastline Elderly Services, and Mass Senior Action Council.

Supporting Culturally-Appropriate Access to Care – To support a [2023 campaign organized by MassHealth](#), Health Care For All, and 23 community-based organizations to ensure older adults maintained their health care coverage during redetermination, Senior Whole Health volunteered its Mobile Health Center to provide health services at 20 community events across Massachusetts and redetermination services at an additional 10 events geared toward communities with limited enrollment assistance.

Building on a \$24,000 grant from Senior Whole Health to Health Care For All Massachusetts in 2022, Senior Whole Health continued to help frontline community-based groups assisting with the MassHealth Redetermination Campaign build their own enrollment assistance capacity to be able to process renewals. A crucial component of this work is ensuring a multi-faceted, culturally, and linguistically appropriate outreach effort so all members of our community are equipped with the information and resources to enroll in health coverage. Senior Whole Health worked with The Brazilian American Center (BRACE), La Alianza Hispana, and African Community Economic Development of New England (ACEDONE) to train and deploy at least two new enrollment assisters to help process member renewals.



In 2023, Molina Healthcare contributed \$22,000 to Health Care For All Massachusetts to support their Health Care For All Helpline, a first-of-its-kind statewide multilingual service that helps residents with questions about health insurance coverage, insurance, and other needs. Counselors on the Helpline are trained in English, Spanish, Portuguese, Haitian Creole and French and field approximately 20,000 calls each year.

Addressing Food Insecurity – Senior Whole Health was proud to [bring its Mobile Health Center across the state](#) to deliver over 4,500 donated items to food pantries ahead of the holidays, matching employee donations to give 50 Market Basket gift cards to the pantries to distribute to their visitors.

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In 2023, the Molina Healthcare Charitable Foundation, in collaboration with Senior Whole Health, announced a [\\$30,000 grant to Coastal Foodshed](#) to help increase access to fresh, locally grown produce for local seniors.



Additionally, Senior Whole Health [presented the Greater Boston Food Bank \(GBFB\) with a \\$20,000 grant](#) at WCVB-TV's fifth annual Day of Giving telethon to support their efforts to combat the growing problem of food insecurity. To take their efforts one step further, Senior Whole Health [employees came together to pack 10,440 pounds of food](#) at GBFB, enough to make approximately 8,700 meals possible for eastern Massachusetts residents in need. Each of GBFB's Family Meal Boxes contains 32 pounds of food that provides families with food for breakfast, lunch, and dinner.

Providing Wraparound Services for Seniors – Senior Whole Health held a [Trunksgiving event at Tripp Towers](#) where close to 100 residents stopped by to pick up an array of donated items, grab a healthy snack, and check their blood pressure. The health plan provided over 500 hygiene products, paper goods, and food items and Senior Whole Health employees hand-delivered bags full of donated goods to members who couldn't make it.

Additionally, Senior Whole Health [donated \\$10,000 to Coastline Elderly Services](#), a local aging services organization that supplies healthy breakfast meals to more than 200 Tripp Tower residents three days a week. The meals consist of fruits, whole grains, and healthy proteins to give seniors the best possible start to their day.

Finally, in 2023 we initiated our commitment to place-based supports (PBS) for residents of senior affordable housing sites. We have since [announced a \\$500,000 investment in PBS](#), enhancing care and wellness for facility residents across greater Boston. In collaboration with community partners, we have brought nutritious foods, opportunities for socialization, education, and more to seniors where they live to eliminate access barriers and address social isolation.

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. Senior Whole Health employees dedicated 125 hours to volunteer activities in 2023.

Additional volunteer contributions include:

- Senior Whole Health has [staffed GBFB telethon phone lines](#) for the past two years, supplying nearly 10 million meals to Boston-area residents since 2019.
- Senior Whole Health [sponsored](#) the Walk to End Alzheimer's to raise awareness and funds for medical care and research, providing drinks, fresh fruit, packaged snacks, tote bags, water bottles, and more for the walkers.
- Senior Whole Health [took part](#) in New Bedford Connect, an annual event put on by New Bedford Homeless Service Providers Network and Rise Up for Homes. The Molina Mobile Health Center was on-site to offer attendees a private space for attendees to talk to available nurses.
- Senior Whole Health contributed household and personal hygiene items to all residents of senior affordable housing site Tripp Towers in New Bedford during December.



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Cigna

Commonwealth Care Alliance

Fallon Health

Health New England

MGB Health Plan

Point32Health

Senior Whole Health

UnitedHealth Group

Wellpoint

WellSense Health Plan

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. Amar Desai

POPULATIONS SERVED

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

NUMBER OF FULL-TIME EMPLOYEES IN MASSACHUSETTS

11,000

Community Giving 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 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.

2023 Community Giving Initiatives, Expenditures and Involvement

Since 2023, UnitedHealth Group has contributed more than \$3 million to philanthropic activities across the state and employees volunteered more than 140,000 hours giving back to their local communities. Contributions and volunteer support were provided to organizations throughout Massachusetts, including:

- Advocates
- Advocates for Community Health
- Alliance Health & Human Services
- American Heart Association of Greater Boston
- Boston Health Care for the Homeless
- The Boston Home
- Central Mass Agency on Aging

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- Coalition for a Better Acre
- Community Connections Foundation
- Community Servings
- Dream Builders Foundation
- El Buen Samaritano Food Program
- Father Bill's
- Father's UpLift
- Found in Translation
- FriendshipWorks
- Gavin Foundation
- HealthFirst Family Care Center
- India Association of Greater Boston
- La Collaborativa
- Little Brothers Friends of the Elderly
- Massachusetts Housing & Shelter Alliance
- Massachusetts League of Community Health Centers & Community Care Cooperative
- Mayor's Office of LGBTQ+ Advancement
- Mill City Grows
- MV3 Foundation Advocates, Inc.
- National Multiple Sclerosis Society
- Reach Beyond Domestic Violence
- Rosie's Place

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PLACE OF BUSINESS

500 Unicorn Park Drive, Suite 401A
Woburn, MA 01801
Wellpoint.com/mass

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

Wellpoint’s Community Giving Program

Wellpoint, its charitable arm, the Wellpoint 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.

2023 Community Giving Highlights

Armed with its mission of creating a healthier generation of Bay Staters, in 2023 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 Wellpoint focuses a number of its charitable efforts and volunteer work on programs that improve access to nutritious food, supporting organizations like the Salem Pantry in Salem, the Worcester County Food Bank in Shrewsbury, and the Food Bank of Western Massachusetts in Chicopee, among others.
- **Mental health:** Wellpoint is educating its members about the importance of taking care of their mental health as part of their overall health. Wellpoint partnered with the State Police Association of Massachusetts, the Professional Fire Fighters of Massachusetts (PFFM), and Boston Bruins Center Charlie Coyle to raise awareness about the mental health resources available to first responders through a Face-Offs for First Responders PSA campaign.

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- **Supporting the needs of our communities:** Wellpoint is committed to supporting the specific health and social needs of the communities it serves, such as the Lowell Sun Santa Fund, the Bilingual Veterans Outreach Centers of Massachusetts in Springfield, Fisher House Boston, the Lazarus House in Lawrence, and many other organizations.

Armed with its mission of creating a healthier generation of Bay Staters, in 2023 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

2023 Community Giving Expenditures

Total 2023 Community Giving in Massachusetts..... \$760,000

Community Engagement

Wellpoint associates 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.

In 2023, Wellpoint associates spent 2,067 hours volunteering in Massachusetts communities.



Wellpoint (formerly UniCare) associates volunteered at the Giving Garden in North Andover in September 2023, harvesting vegetables to donate to local food pantries.



Wellpoint (formerly UniCare) associates volunteered at Somebody Cares New England in Haverhill in September 2023, sorting food donations to benefit people in the Merrimack Valley.

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HEALTH PLAN

PLACE OF BUSINESS

100 City Square, Suite 200
Charlestown, MA 02129

WellSense.org

TAX STATUS

Nonprofit

PRESIDENT & CEO

Heather Thiltgen

POPULATIONS SERVED

Commercial, MassHealth, and Senior
Care Options

NUMBER OF FULL-TIME EMPLOYEES

1,161

Community Giving Program

WellSense Health Plan’s Community Giving 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 whose health is disproportionately impacted in a negative way by social determinants of health.

2023 Community Giving Initiatives

Food and Nutrition Program – WellSense partners with community benefit organizations in 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; and education regarding diet, nutrition and culturally relevant food options.

Housing Support – WellSense provided targeted support to address housing insecurity and homelessness for their ACO and Senior Care Options (SCO) members. WellSense continued to support two innovative pilot partnerships with local housing authorities to house and provide supportive services for some of its most clinically vulnerable members. In addition, WellSense advocated for state and city policies that address homelessness, provided housing navigation support to access units for members with Section 8 vouchers and offered legal advocacy for members at risk of eviction. WellSense also partnered with housing service organizations through flexible services programs to provide housing stabilization, help searching for housing, transitional assistance and home modifications for ACO members.

2023 Community Giving Expenditures

Total Community Giving Expenditures \$266,471

Community Contributions and Involvement

WellSense has a long history of working with community and social service organizations 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.

WellSense has a long history of working with community and social service organizations dedicated to serving the needs of populations that face adversity in achieving and maintaining their health.

In 2023, WellSense and its employees continued to support community organizations and community health centers by donating food, clothing, holiday gifts, diapers, school supplies, and more, including:

- Supporting the Boston Health Care for the Homeless Program with \$130,000 in funds dedicated to providing group sober living residency and peer support for individuals recovering from substance use disorder.
- Funding low-income housing initiatives with an \$89,860 contribution to the Boston Housing Authority Section 8 Mobile Voucher Supportive Housing Program.
- Participation in and support of more than 120 community events and health fairs to promote health and wellness in the communities they serve, including sponsorships of local events of nearly \$20,000.

- Leading efforts to bring healthy food to members through donating more than \$17,500 to Fresh Truck and Go Fresh mobile markets, providing fresh produce in local communities to an estimated 1,400 individuals.
- Donating more than \$3,800 in diapers and wipes to more than 160 families through 11 community organizations, churches and community health centers.
- Donating holiday gifts to Interfaith Social Services and \$3,000 worth of holiday turkeys to community organizations, churches and community health centers.
- Donating hygiene kits to community organizations, churches and community health centers.
- Providing backpacks stocked with 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..



WellSense Community Engagement Representatives Marcos Boronovo and Michael Wheeler staffing a table at the Revere Beach Mobile Market to help answer questions from the community about their healthcare options.



WellSense supported Fair Foods in their efforts to provide healthy produce to low-income families in the Boston Area, like at this event at the Mattapan Community Health Center.



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