

UNITEDHEALTH GROUP®



**Helping Build  
Healthier Communities**

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## Our Mission

Our mission is to help people live healthier lives and to help make the health system work better for everyone.

## Our Culture

The people of UnitedHealth Group are aligned around core values that inspire our behavior as individuals and as an organization:

**Integrity.** Honor commitments. Never compromise ethics.

**Compassion.** Walk in the shoes of people we serve and those with whom we work.

**Relationships.** Build trust through collaboration.

**Innovation.** Invent the future and learn from the past.

**Performance.** Demonstrate excellence in everything we do.

# Driven by our mission and supported by our core values, we are helping build healthier communities.

The people of UnitedHealth Group are driven by our mission to help people live healthier lives and to help make the health system work better for everyone. Our social responsibility and philanthropic efforts are aligned with our mission and values, supporting initiatives that combine our knowledge, experience and compassion — as an enterprise and as individuals — to improve health quality and outcomes in the communities where we live and work.

## **Our People and Our Partners**

Our aspiration for higher quality health care for all and health care systems that serve more people with better care worldwide presents a huge opportunity. Our people demonstrate their conviction to helping build healthier communities by giving generously to charitable causes they care deeply about and volunteering their personal time, skills and energy to serve others. Through the power of collaboration and teamwork with partners who share our concerns and our desire to make life better for others we are making meaningful progress around the world.

## **Our Company**

UnitedHealth Group serves people through two distinct, complementary businesses:

- **UnitedHealthcare** ([www.uhc.com](http://www.uhc.com)) serves nearly 50 million people worldwide by offering medical benefits for individuals and students; employers of all sizes; and Medicare and Medicaid beneficiaries and retirees.

- **Optum** ([www.optum.com](http://www.optum.com)) is a leading information and technology-enabled health services business that delivers intelligent, integrated solutions that help modernize the health system and improve overall population health.

Many of the initiatives highlighted in the following pages are made possible by the United Health Foundation. The Foundation works to improve our health system, build a diverse and dynamic health workforce and enhance the well-being of local communities through collaboration with community partners.



# Our People

The people of UnitedHealth Group are working together in support of local communities.

UnitedHealth Group's year-round *giving!* program supports employees' desires and efforts to give back to the communities where they live and work, across the nation and around the world. Through charitable contributions and volunteering, our people are deeply and personally involved in improving the health and welfare of their neighbors.

## Employee Giving

Our people generously contribute to causes and organizations close to their hearts all year long. The United Health Foundation matches employee contributions, dollar for dollar, to nearly all nonprofit organizations, doubling their impact. Employees have the ability to give whenever, wherever and however they choose.

In 2017, employee contributions combined with the United Health Foundation match totaled \$57 million. Employees contributed to 23,000 charitable causes.

## Employee Volunteering

Every day, our people give their time and talents to help build healthier communities. For example, Optum employees in the Philippines helped fight hunger by packing nutritious, ready-to-cook meals for undernourished communities with a local partner, Rise Against Hunger. Through the *giving!* program, these employees also earned a team giving reward for their volunteer hours, providing funds for Rise Against Hunger.

## UnitedHealthcare Children's Foundation

Since 2007, the UnitedHealthcare Children's Foundation (UHCCF) has offered medical grants that provide financial relief for families who have

children with medical needs not covered, or not fully covered, by their commercial health insurance plan. Families do not need to have UnitedHealthcare insurance to be eligible.

Through the generosity of more than 7,000 UnitedHealth Group employees, the United Health Foundation, other individuals and corporations, in 2017 UHCCF awarded its 15,000th medical grant. Valued at more than \$40 million, these grants have impacted the lives of more than 60,000 individuals. The UHCCF is well on target to award its 20,000th medical grant in 2020.

To learn more about the UnitedHealthcare Children's Foundation, visit [www.UHCCF.org](http://www.UHCCF.org).



UnitedHealth Group employees stepped up to aid individuals affected by hurricanes in 2017.



## FEATURED: Compassion in Action

### Our People by the Numbers



Employee **giving!** program contributions totaled

**\$57M**

in 2017



Charities supported worldwide through the **giving!** program totaled

**23,000**



Employee volunteer hours donated in 2017 totaled

**1.5M**

In 2017, Hurricanes Harvey, Irma and Maria dealt repeated, devastating blows across the southeast region of the United States and the Caribbean. UnitedHealth Group and its employees wasted little time in coming to the aid of our colleagues, the individuals we serve and communities throughout Texas, Florida, the U.S. Virgin Islands and Puerto Rico, contributing more than \$8.5 million to relief and rebuilding efforts. In addition, employees enterprisewide worked to ensure continuity of care was in place for those affected by the storms.

At OptumRx, our pharmacy care services business, employees helped coordinate a donation of medications for storm survivors. Together with the AmeriCares organization, which provides emergency care, medication assistance and clinical services to people affected by natural disasters, OptumRx team members worked to identify medications most urgently needed for the everyday health of individuals who couldn't access their homes or local pharmacies. Employees helped gather donations of vaccines, antibiotics and other critical maintenance medications for chronic conditions including diabetes and high blood pressure. The compassionate work and responsiveness of employees across the enterprise, like those in the OptumRx organization, makes a difference in the lives of those we serve.

**To read more stories about how our employees support their local communities, visit:**

[www.unitedhealthgroup.com/socialresponsibility](http://www.unitedhealthgroup.com/socialresponsibility)

# Our Partners

The power of partnerships and collaboration is key to building healthier communities.

We partner with organizations committed to making health care better through innovation, local insight and perseverance in the face of tremendous challenges. Together, we're discovering new insights into the health of our communities and helping to create the path to a healthier future. These partnerships focus on the following four areas: Connecting Individuals to Quality Care; Creating a 21st Century Health Workforce; Supporting Whole-Person Health; and Serving Distinct Populations.



The United Health Foundation and Cankdeska Cikana Community College are partnering to develop a residential substance abuse treatment center for adults.

## Connecting Individuals to Quality Care

All health care is local, and through strategic partnerships, programs and initiatives we are connecting individuals around the globe to much needed care. For example, a recent initiative between the United Health Foundation and Cankdeska Cikana Community College (CCCC) in North Dakota will expand access to substance abuse treatment for the Spirit Lake Dakota community and support long-term recovery and wellness.

The Spirit Lake Dakota community's concern around drug use and alcohol

abuse has become so heightened that the Spirit Lake Tribal Council declared a "state of emergency." CCCC conducted a comprehensive community assessment that found members of the community ranked access to substance abuse treatment facilities as the No. 1 community health care need.

The new partnership, initiated in early 2018 with a \$1.2 million United Health Foundation grant, will support the construction and launch of *Tiospaye Okciyapi Tipi*, defined as a home or place for families helping families. The project will include the conversion of a former group home into a 15-bed residential substance abuse treatment center for adults in the Spirit Lake Dakota community. The partnership will also provide in-kind expertise and counsel to develop a culturally competent staffing model and cultivate a workforce pipeline for effectively delivering addiction treatment and prevention services in a rural setting.

The CCCC is implementing the grant in coordination with the existing Spirit Lake Recovery & Wellness Program and the college's own students and faculty. Spirit Lake Recovery & Wellness employees will staff the new residential treatment center. CCCC is one of 36 tribal colleges

and universities in the United States founded for the higher education of Native students.



The United Health Foundation and Recipe for Success have teamed up to improve access to healthy food in underserved communities.

## Supporting Whole-Person Health

Many factors impact health, including the availability of affordable, fresh, healthy food. This can be a particular challenge in urban areas where access to healthy foods can be limited.

One example of our efforts to support whole-person health is the United Health Foundation's partnership with Recipe for Success, an organization committed



to combating childhood obesity by changing the way children understand and choose what to eat. Helping the community provide healthier diets for kids will promote better food choices by future generations, the effects of which can last a lifetime.

The United Health Foundation partnership with Recipe for Success kicked off in Houston, Texas, in 2017. According to the *America's Health Rankings Annual Report*, Texas ranks 43rd in the nation in obesity, with 33.6 percent of the population having a body mass index of 30.0 or higher. Through a \$675,000 partnership grant from the United Health Foundation, Recipe for Success is improving access to fresh, healthy food in underserved communities in South Houston.

By working with Houston's Hope Farms in support of their Hope Farmer program, the United Health Foundation grant will train local veterans interested in owning farms to be urban farmers. The initiative will also devote 4.5-acres that can generate thousands of pounds of produce annually for families through on-site and citywide markets. Moreover, the initiative aims to empower families to make healthy choices through nutrition classes, meal prep and interaction with the veteran farmers.

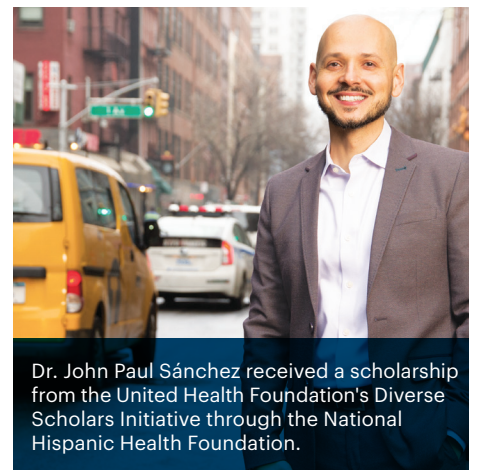


In 2017, the United Health Foundation released the *America's Health Rankings Health of Women Who Have Served Report*.

## Serving Distinct Populations

We are committed to providing responsive, compassionate service to seniors, the military and veterans community, moms and kids in need, the chronically ill, and vulnerable and diverse communities. For instance, as part of our continuing commitment to the health of veterans and members of the military, in 2017 the United Health Foundation released the *America's Health Rankings Health of Women Who Have Served Report*. This report, created in partnership with the Military Officers Association of America, established a baseline representation of the health of women who have served in the U.S. Armed Forces compared to women without military service and creates a holistic portrait of the health of women who have served. The report found that women who have served in the U.S. military are more likely than those who have not served to report being in very good or excellent health despite facing higher rates of mental health challenges and chronic disease. The report was

developed in collaboration with an advisory group of leading public health, military and veterans' organizations. The insights from this report are helping influence deeper dialogue and inspire innovation and action to better meet the unique health needs of service members, veterans and their families, especially women. To see the report, visit [www.americashealthrankings.org](http://www.americashealthrankings.org).



Dr. John Paul Sánchez received a scholarship from the United Health Foundation's Diverse Scholars Initiative through the National Hispanic Health Foundation.

## Creating a 21st Century Health Workforce

Helping build healthier communities means creating a modern health workforce that can meet distinct cultural needs, analyze complex data and provide the right type of care in the right setting. Research tells us that when patients receive care from providers who share their language and culture, they're more likely to seek and accept medical treatment. Through the United Health Foundation's Diverse Scholars Initiative, we're working to

cultivate health professionals from diverse, multicultural backgrounds to increase culturally competent health care delivery, close the health disparities gap and improve long-term health outcomes.

Since 2007, the Diverse Scholars Initiative has provided \$18 million in assistance and funded nearly 2,400 scholarships across the country. Scholarship recipients have pursued career opportunities, including physicians, nurses, pharmacists, dentists and mental health providers; and furthered their careers in master's and doctorate programs.

Nine organizations have partnered with the United Health Foundation since the initiative's inception: American Indian College Fund, Asian & Pacific Islander American Scholarship Fund, Congressional Black Caucus Foundation, Congressional Hispanic Caucus Institute, Jackie Robinson

Foundation, National Association of Hispanic Nurses, National Hispanic Health Foundation, National Medical Fellowships, Inc., and UNCF.

Another initiative to help create a 21st century health workforce involves a partnership forged in 2018 between the University of North Carolina at Chapel Hill and the United Health Foundation. The partnership helps address the growing need for a larger and more diverse workforce of health care data analysts and technologists by expanding access to health care data and informatics educational and professional development resources through the University's Carolina Health Informatics Program.

The three-year, \$1.6 million grant from the United Health Foundation to UNC-Chapel Hill is creating "Project ENABLE," the Extensible Network-Accessible Biomedical & Health Informatics Lifelong Learning Environment. The initiative

delivers high-quality biomedical and health informatics training — both online and in person — to people who currently lack access to training. It focuses on minority undergraduate students considering health informatics careers, as well as working professionals needing to advance their health informatics skills.

By partnering with organizations focused on educating and training diverse, culturally competent health care professionals, together we're building a workforce that reflects society at large, ready to meet future health care needs.

**For more information on these and many other partnerships and programs, please go to:**

[www.unitedhealthgroup.com/socialresponsibility](http://www.unitedhealthgroup.com/socialresponsibility)

## Our Partners by the Numbers



Charitable contributions and community relations support provided by UnitedHealth Group and the United Health Foundation for 2017 totaled

**\$85M**

an increase of 21 percent year-over-year



Organizations supported through grants and business contributions numbered

**2,300**

in 2017



Through the Diverse Scholars Initiative, the United Health Foundation has awarded nearly 2,400 scholarships totaling

**\$18M**

since 2007



**FEATURED:**

## Partnering to Build a Healthier Kansas

All health care is local. Local partners know their communities and understand how to connect people to the care they need. That's why we're teaming up with local organizations in communities like Wyandotte County, Kansas, to help people live healthier lives.

### **Bridging the Gap Through Telehealth**

According to the United Health Foundation's *America's Health Rankings 2016 Annual Report*, Kansas falls far below the national average for availability of primary care physicians. With only 129 primary care doctors per 100,000 people statewide, Kansas families who live far from their providers are less likely to receive preventive services and treatments. To connect more families living in rural communities with care, UnitedHealthcare teamed up with the Community Health Center of Southeast Kansas to start a new telehealth program. Early interventions made possible through telehealth technologies allow patients and care providers to address key health problems, including cancer, heart disease and neurological disorders. This added service will lead to better health and lower costs for families and communities.

### **Supporting Seniors**

For many seniors who wish to remain independent, it can be hard to navigate the complex health system and find ways to afford the cost of care on a fixed income. The Community Health Ministry's "No Place Like Home" program, funded by a partnership with UnitedHealthcare, is dedicated to helping seniors in rural communities remain independent in their homes for as long as possible. By pairing participating members with

community liaisons, more Kansas seniors are able to connect with essential resources, like groceries and housing, in addition to physical, mental and dental health services.

### **Training Community Health Workers**

Another partnership helping to fill gaps in care and health services caused by the shortage of primary care physicians in Kansas involves the Community Health Council of Wyandotte County and KC CARE Clinic's project to train and support community health workers. Backed by a \$1.9 million grant from the United Health Foundation, the Community Health Worker Collaborative has trained seven new, full-time community health workers to help improve coordination of local, culturally competent, affordable primary care for lower-income, underserved residents in Wyandotte County, Kansas. Much of their work focuses on simply meeting families' immediate health needs, like filling prescriptions and making medical appointments. The ultimate goal is to reach more than 10,000 people across Wyandotte County with access to high-quality health care.

**A new telehealth program is helping physicians like Dr. Julie Stewart connect patients from rural communities with specialists who can provide them with needed care.**

**To read more stories about our partners, visit:**

[www.unitedhealthgroup.com/socialresponsibility](http://www.unitedhealthgroup.com/socialresponsibility)

# Environment

The health of the environment plays an important role in the health of every community. UnitedHealth Group is committed to minimizing our impact on the environment through responsible business operations and creating a company culture that heightens our employees' awareness of the importance of preserving the environment and conserving energy and natural resources.

UnitedHealth Group's green business practices in our day-to-day work are reducing our impact on the environment in various ways across the enterprise. For example, through our Shred-All, Paperless Solutions and other print programs, we strive to reduce the amount of paper we use and increase the amount of paper we recycle. We offer customers, clients, partners and employees paperless options through a variety of online tools:

- Customers can sign up for online bills, explanation of benefits statements and health statements.
- Brokers receive their commission statements and quotes online, while physicians can find remittance advice, electronic payments and real-time adjudication online.

- Our shareholders receive proxy statements and annual reports online, and can vote online or by phone.
- Our employees receive their orientation packets, benefits enrollment materials and W-2 statements electronically.

In our facilities, we are endeavoring to reduce our controllable energy use and greenhouse gas emissions; implement green building construction practices; reduce indoor, outdoor and cooling tower water use; and align with LEED Guidelines to reduce the waste generated by our operations and disposed of in landfills.

## UnitedHealth Group Environment by the Numbers



# Awards & Recognition

We are grateful to be recognized for our work in the community.

- UnitedHealth Group is the top ranking company in the insurance and managed care sector on Fortune's 2018 **"World's Most Admired Companies"** list. This is the eighth straight year UnitedHealth Group ranked No. 1 overall in its sector.
- UnitedHealth Group has been listed in the **Dow Jones Sustainability World Index** and **Dow Jones North America Index** annually since 1999.
- In 2017, The Civic 50, a Points of Light initiative that highlights companies that improve the quality of life in the communities where they do business, ranked UnitedHealth Group one of **America's 50 most community-minded companies.**
- Project HOPE, a global health and disaster response organization, honored UnitedHealth Group with a 2017 **Project HOPE Global Health Award**, which recognizes outstanding contributions to advance health outcomes in the developing world.
- UnitedHealth Group ranked 44th among the largest U.S. companies and 63rd among the largest global companies in **Newsweek's 2017 Green Rankings.**
- In 2017, for the seventh consecutive year, the National Business Group on Health honored UnitedHealth Group with a **"Best Employers for Healthy Lifestyles"** top-tier Platinum award.
- UnitedHealth Group was named a 2017 **Military Friendly Employer** by Victory Media, the publisher of G.I. Jobs and Military Spouse magazines.



# UNITEDHEALTH GROUP®

[www.unitedhealthgroup.com](http://www.unitedhealthgroup.com)

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