

Helping Build Healthier Communities



UNITEDHEALTH GROUP®



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.

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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) 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) 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.

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 & Volunteering

Our people generously contribute to causes and organizations close to their hearts all year long. The United Health Foundation, a not-for-profit, private foundation established by UnitedHealth Group and dedicated to improving health and health care, 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.

In addition to financial support, our people give their time and talents to help build healthier communities. For example, employees recently provided flu shots for homeless individuals in Chile; filled backpacks with new school supplies and donated them to Flint, Michigan, area students; upgraded school fitness spaces in Los Angeles, Chicago and Hartford; and packed meals to fight hunger throughout the United States.

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.





Kay Loguirato-Huie, RN from Optum, assisted a patient at a mobile medical clinic in Wilmington, NC.

FEATURED: EMPLOYEES AID PEOPLE AFFECTED BY RECENT HURRICANES

The employees of UnitedHealth Group and its UnitedHealthcare and Optum businesses took action to help people affected by devastating hurricanes this year in the Carolinas and Florida Gulf Coast region. Employees helped provide members with access to care and prescription medications, ensured their colleagues were safe and secure, and continued to help residents recover and rebuild in the wake of the storms.

UnitedHealth Group and its businesses provided financial support to affected communities with donations to the North Carolina Disaster Relief Fund, the One SC Fund and the Florida Disaster Fund. The company also matched dollar-for-dollar donations employees made to charities supporting recovery efforts.

In addition to financial support, UnitedHealth Group mobilized clinical and care delivery assets to help provide access to care:

- UnitedHealthcare, partnering with Matrix Medical Network, deployed **mobile clinics** to provide health care directly to people living in affected areas. The mobile clinics, staffed by UnitedHealthcare and other local clinicians, were deployed to locations where help was needed most as identified by local public health officials.
- OptumRx worked with Healthcare Ready to supply **emergency kits** and **prescription drug donations** to affected residents.
- Optum offered a free **emotional-support help line and referrals** to community resources to people affected by the hurricanes, open 24 hours a day, seven days a week. That service – free of charge and open to anyone – will continue for as long as necessary.

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

www.unitedhealthgroup.com/socialresponsibility

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

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.



UnitedHealthcare Community & State CEO Heather Cianfrocco announces a grant from the United Health Foundation to fund operations at Circle the City's new Medical Respite Center.

Connecting Individuals to Quality Care

All health care is local, and through strategic partnerships, programs and initiatives we connect individuals around the globe to much needed care. For example, in May 2018, the United Health Foundation awarded a \$1 million partnership grant to Circle the City to provide health care services in a new Medical Respite Center for the homeless at the Maricopa Human Services Campus in Phoenix, Arizona. Circle the City is a nonprofit community health organization dedicated to providing high-quality holistic health care to men, women and children facing homelessness.

Circle the City respite centers are among the nation's leading models for holistic, integrated health care for people who are homeless. Men and women with acute conditions who have

been discharged from hospitals or who have been living on the streets are admitted to Circle the City to recuperate in a clean and dignified environment. Once admitted, they are cared for by medical professionals, given their necessary medications and receive hospice care when needed.

The expanded physical health, mental health and social services at the new location will enable Circle the City to continue supporting patients in successful transitions from inpatient to outpatient settings and provide them educational and other activities vital to keeping them engaged in the world, with the ultimate goal of reintegrating them back into the community.

By giving patients time and a place to heal, Circle the City has helped hundreds of men and women experiencing homelessness recover, discharging approximately 80 percent of those individuals to living situations other than the streets or emergency shelter systems.

Supporting Whole Person Health

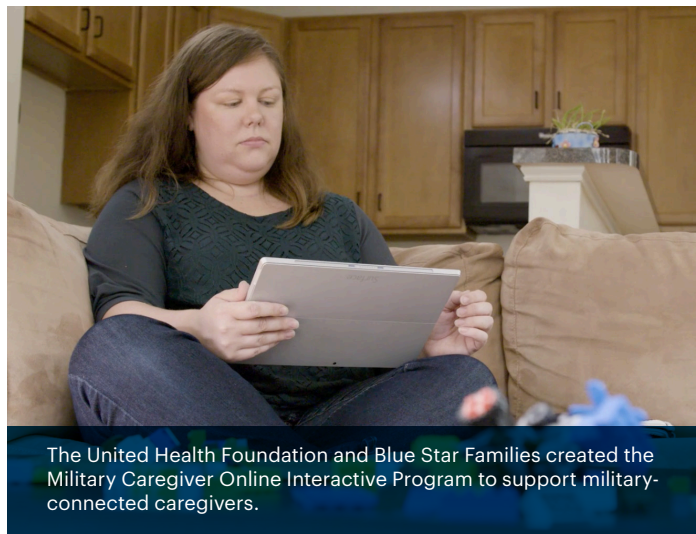
In partnership with the Whole Foods' Whole Kids Foundation, the United Health Foundation has provided community grants to local schools and youth organizations in New Orleans and Memphis to build or expand existing vegetable gardens, salad bars or beehives, and provide educational resources around agriculture, caring for the environment and maintaining healthy lifestyles.

According to the United Health Foundation's America's Health Rankings, more than one-third of children ages 10 to 17 in both Tennessee and Louisiana are overweight or obese. Studies show that school gardening, combined with nutrition education or a healthy lunch program encourages healthier food choices, and children are more likely to eat fruits and vegetables they have grown themselves. In addition, better awareness and familiarity with growing and preparing meals can help alleviate food insecurity, including food deserts, as well as obesity and diabetes.

The United Health Foundation's partnership with the Whole Kids Foundation brings together food, health, fitness and technology sector leaders with educators, individuals and nonprofit organizations. Together, they seek to break down barriers to basic critical information and resources, such as where food comes from and the importance of eating healthy food. The schools and youth organizations receiving grants are creating a positive environment where young people can make healthy choices that will sustain them for a lifetime.



The United Health Foundation and Whole Kids Foundation are funding innovative solutions to improve children's health and nutrition.



The United Health Foundation and Blue Star Families created the Military Caregiver Online Interactive Program to support military-connected caregivers.

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, UnitedHealth Group partners with Blue Star Families to support the organization's efforts to provide free resources, services and opportunities to military family members.

According to Blue Star Families, there are about 5.5 million military caregivers in the United States, and the emotional and physical impact of caregiving can be extraordinary. Blue Star Families, in partnership with the United Health Foundation, set out to help support the people who care for our nation's wounded warriors.

Funded by a \$750,000 grant from the United Health Foundation, Blue Star Families created the Military Caregiver Online Interactive Program, an online tool using avatar technology to create simulations and care scenarios for caregivers to problem-solve and address real-life challenges to care. This interactive program helps military caregivers better communicate what's happening not only with their wounded warriors, but also with other caregivers. The training helps caregivers ask for support, navigate difficult conversations and build a community – an important component given the sense of isolation that comes with this role.

"We often find that military spouses are isolating themselves from others because it's such a challenge for them to explain what they are going through," said Sherri Wilcox, senior research advisor, Blue Star Families. "Using this technology will increase the reach, accessibility and relevance of the training needs of military-connected caregivers."



UNLV School of Medicine Dean Dr. Barbara Atkinson (left) and students in the class of 2022.

Creating a 21st Century Health Workforce

A United Health Foundation and University of Nevada Las Vegas (UNLV) School of Medicine partnership has created a new integrated training program for medical students. The partnership, funded by a \$3 million grant from the United Health Foundation, addresses an extreme shortage of physicians in Nevada within nearly every medical specialty. According to the United Health Foundation's America's Health Rankings, Nevada currently ranks 46th in the nation for the number of primary care providers per 100,000 residents. Nevada has 107 physicians per 100,000 residents compared to the current national average of 149 physicians per 100,000 residents. This means many Nevadans have trouble accessing necessary and timely health care.

This fall, sixty medical students entering their first year at the UNLV School of Medicine attended their white coat ceremony, celebrating their commitment to practicing medicine with professionalism and compassion for their future patients. The new first year medical students join the inaugural cohort of students from 2017 – all with strong Nevada ties and the intention to remain in the state once their schooling is complete.

The United Health Foundation grant funded the development of medical education and course curriculum that support the Longitudinal Integrated Clerkship (LIC) model, where the school's third-year medical students spend an entire year in an outpatient clinic taking care of patients under faculty and resident supervision. The grant also is contributing to the construction of three multispecialty community clinics to offer a full complement of primary care and basic specialty care services to serve as clinical training sites.

Congratulations to the Class of 2022!

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

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



Charitable gifts to organizations in the communities where we live and work totaled

3,500
in 2017



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

\$18M
since 2007



FEATURED: HELP FOR NEW MOMS STRUGGLING WITH OPIOID ADDICTION

Woman's Hospital in Baton Rouge, Louisiana, and the United Health Foundation launched a new program to help address the needs of pregnant women with opioid addiction and their affected newborns. A three-year, \$1.2 million United Health Foundation grant supports the "GRACE" (Guiding Recovery and Creating Empowerment) program at Woman's Hospital.

Louisiana has experienced a 46.5 percent increase in drug deaths – from 12.9 deaths to 18.9 deaths per 100,000 people – since 2007, according to the United Health Foundation's America's Health Rankings. The rate of pregnant women addicted to opioids at the time of delivery has quadrupled over the past 15 years in 28 states, according to a study conducted by the Centers for Disease Control and Prevention. Maternal addiction can lead to low birth weight infants through either premature labor or intrauterine growth restriction. Opioid exposure in the womb can have far more serious health effects for babies due to neonatal abstinence syndrome (NAS), which can cause a high rate of neurological injury and death due to the neurological impact of opioid withdrawal.

GRACE helps expectant mothers by providing comprehensive care coordination services specific to their needs during and after pregnancy. The program works with physicians, social service agencies, hospitals, mental health agencies, the legal system and other community partners to identify expectant mothers affected by opioid misuse, and connects them to the appropriate resources to aid in their care and recovery.

GRACE aims to reduce the stigma and bias surrounding addiction and medication-assisted treatment, provide education and training to hospital staff, and decrease the number of newborns admitted to the neonatal intensive care unit (NICU) and length of NICU stay.

Once admitted into the GRACE program, patients participate in a comprehensive assessment to evaluate their medical, mental health and psychosocial history. Following the assessment, participants work with a care provider to develop a care plan specific to their needs, followed by education on medication-assisted treatment, what to expect in labor, breastfeeding, NAS, safe sleep, safe medication storage and more. As participants move through the program, they receive regular phone call follow-ups and may receive community resource support for housing, food, transportation, education, job training and other health and social services.

In conjunction with the announcement of GRACE, UnitedHealthcare and Woman's Hospital employee volunteers assembled 200 infant starter gift bags for new moms entering the program. The bags include clothes and supplies for newborns, and a resource guide for mothers.

For more information about the GRACE program, visit womans.org/GRACE.

To read more stories about our partners, visit:

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, our OptumRx business is the first major pharmacy care services company to introduce fully sustainable medication packaging that replaces polystyrene, or foam. Safeguarding medications during home delivery is vital. Many medications, including specialty prescriptions, must be kept within strict temperature ranges to arrive safely and undamaged at their destinations. The new OptumRx packaging is made from 100 percent renewable cotton and is biodegradable, compostable, reusable and recyclable, while also ensuring the safety and quality of medications remain intact.

Eliminating foam commonly used in medication home delivery for approximately 4 million prescriptions each year, OptumRx projects annual savings of:

- Nearly 2 million pounds of carbon dioxide;
- 17 million gallons of water; and
- 4 million kilowatt hours of energy.

UnitedHealth Group also strives to reduce the amount of paper we use and increase the amount of paper we recycle by offering customers, clients, partners and employees paperless options through a variety of online tools and electronic delivery of forms, billing and other information.

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



Recycled

8,355

tons of paper and saved

142,040

trees



Generated a

15%

year-over-year increase in
tons of paper recycled



Completed

29

funded energy projects
including interior and
exterior lighting upgrades



Reduced year-over-year
controllable energy use by

1.6%

and year-over-year
greenhouse gas emissions by

3.7%



Implemented

45

low cost/no cost energy and
water conservation projects



Maintained business operations
in LEED-certified facilities
(Leadership in Energy &
Environmental Design) totaling

1.6M

square feet

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 is listed in the **Dow Jones Sustainability World Index** and **Dow Jones North America Index** for 2018 and ranked No. 1 in the Health Care and Providers & Services Sector. The company has been named to the indices annually since 1999.
- In 2018, for the seventh consecutive year, 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 in the top 10 percent of the largest 500 U.S. companies in corporate sustainability and environmental impact in **Newsweek's 2017 Green Rankings**.
- In 2018, for the eighth 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 2019 **Military Friendly Employer** by Viqtory, a veteran-owned business that connects the military community to civilian opportunity.

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