

# Helping Build Healthier Communities





## 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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**On the cover:** The United Health Foundation and Recipe for Success, an organization committed to combating childhood obesity, have teamed up to change the way children understand and choose what to eat. Helping the community provide healthier diets for kids can promote better food choices in future generations, the effects of which can last a lifetime.

# 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 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.

# Our People

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.

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## Employee Giving & Volunteering

Our people generously contribute all year long to causes and organizations close to their hearts. 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 the impact. Employees have the ability to give whenever, wherever and however they choose.

In 2018, employee contributions combined with the United Health Foundation match totaled \$55 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 6,500 UnitedHealth Group employees, the United Health Foundation, other individuals and corporations, UHCCF celebrated a record year in 2018, awarding 3,242 medical grants. Over the last 11 years, the organization has awarded more than 18,600 grants valued at \$45.1 million, and has impacted the lives of more than 80,000 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).



Team members from across UnitedHealth Group participated in the Walk to End Alzheimer's to show their commitment to helping the millions of people and their families affected by this disease.



## FEATURE: TEAM MEMBERS UNITE TO SERVE THEIR COMMUNITIES

The people of UnitedHealth Group, Optum and UnitedHealthcare are committed to serving the communities where they live and work. In 2018, they contributed 2.5 million volunteer hours to help others – 1 million more hours than in 2017. Here are just two examples of the impact of their charitable initiatives:

### The Walk to End Alzheimer's

Team members from across UnitedHealth Group participated in the Walk to End Alzheimer's to show their commitment to helping the millions of seniors who are affected by this devastating disease. More than 1,400 UnitedHealth Group employees took part in walks in 96 cities across the U.S., raising nearly \$150,000 for Alzheimer's care, support and research.

### Help for Homeless Veterans

Optum and UnitedHealthcare team members joined forces to pack veteran care kits, containing hygiene and comfort items, and helped distribute them to homeless veterans through the American Red Cross' Service to the Armed Forces program. Teams collected soap, shampoo, conditioner, dental care products and more.

With the outpouring of support from team members, UnitedHealthcare and Optum were able to assemble 500 care kits, double their goal of 250. The kits were distributed in Minnesota during a Stand Down event where supplies and services are provided to homeless veterans.

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

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

## Our People by the Numbers



Employee giving program contributions totaled

**\$55M**  
in 2018



Charities supported worldwide through the giving program totaled

**23,000**



Employee volunteer hours donated in 2018 totaled

**2.5M**

# 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.

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A grant from the United Health Foundation is helping the University of Kentucky College of Dentistry launch a project to "Eradicate Oral Cancer in Eastern Kentucky."

## Connecting Individuals to Quality Care

### Community Outreach Targets Oral Cancer in Kentucky

Kentucky has a growing problem with access to dental care and oral health services. According to the United Health Foundation's 2018 America's Health Rankings, the number of dentists per capita has declined for three straight years.

Kentucky also has one of the nation's highest incidences of oral cancer, according to the National Institutes of Health, and the prevalence of oral cancer in Harlan, Letcher and Pike counties in eastern Kentucky is as much as 54 percent higher than the state average. Oral cancer has a high rate of mortality; only about 57 percent of people survive five years after diagnosis, due in large part to late discovery.

A \$1 million grant from the United Health Foundation is helping the University of Kentucky College of Dentistry (UKCD) launch its "Eradicate Oral Cancer in Eastern Kentucky" project, an integrated outreach and care program delivered to community residents through their local health departments.

The goal of the three-year project is to raise public awareness of the symptoms of oral cancer and its link to heavy alcohol and tobacco use, provide approximately 1,000 oral cancer screenings at local health departments and help connect patients who need additional care to cancer specialists.

UKCD will share the findings from the "Eradicate Oral Cancer in Eastern Kentucky" project in presentations to state and national organizations, along with guidance on how the program could be replicated or adapted in other communities.

## Supporting Whole-Person Health

### Improving Access to Mental Health Care for Children

Suicide among children and teenagers in the U.S. is on the rise. Mental health care, especially for children, is lagging behind demand as clinicians struggle to address whole-person health for all age groups. According to the United Health Foundation's 2018 America's Health Rankings, Kentucky has seen a 25 percent increase in teen suicides since 2016. Pathways, Inc., and the United Health Foundation recently announced a three-year, \$930,000 grant to expand mental health services for young people in eastern Kentucky, using telehealth technology to reach children in underserved rural areas.

Since 1967, Pathways has provided community-based mental health care across 10 counties in northeastern Kentucky. It is the only agency in the region that employs psychiatrists for children and adolescents.

The United Health Foundation grant enables Pathways to provide better access to specialty mental health care for the 3,000 children it serves. Pathways will install and operate telehealth technology at its 16 outpatient offices and specialty residential units, eliminating the need for families to drive as long as two hours to access a mental health specialist.

"With the United Health Foundation as our partner, we will be able to provide life-changing services for children and families who need specialized mental health care," said Dr. Kimberly McClanahan, chief executive officer, Pathways. "We will also be able to address the shortage of mental health care providers in rural Kentucky through our new telehealth technology."



Kentucky Health and Family Services Cabinet Secretary Adam Meier joined the United Health Foundation and Pathways to announce an initiative to expand mental health services for children in eastern Kentucky using telehealth technology.



The United Health Foundation released the America's Health Rankings Health of Those Who Have Served Report, a check-up on the health of individuals who have served on active duty in the U.S. Armed Forces.

## Serving Distinct Populations

### Insight into the Health of Military Service Members

In October, the United Health Foundation released the 2018 America's Health Rankings Health of Those Who Have Served Report. This report, created in partnership with the Military Officers Association of America (MOAA), is the only national resource to provide comprehensive population-based insights into the health of those who have served.

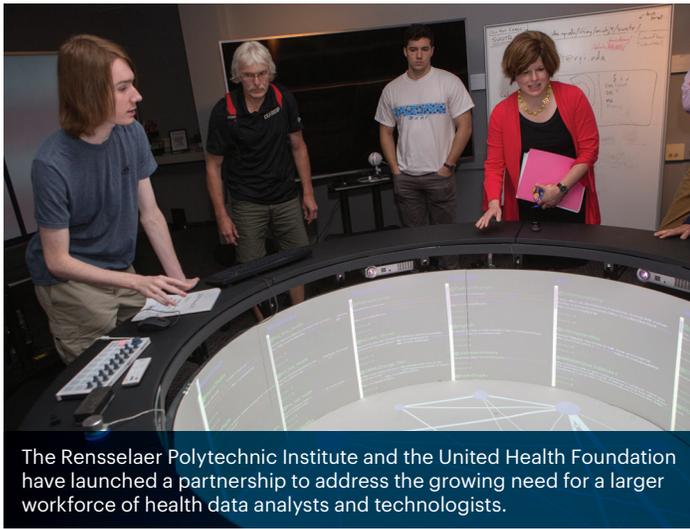
Among the 2018 report's key findings:

- Those who have served are more likely than civilians to report that their health is very good or excellent.
- Men and women who have served have higher rates of depression, anxiety and frequent mental distress than civilian men and women.

The report also documents some encouraging markers of preventive and primary care where those who have served fare better than their civilian counterparts.

- Colorectal Cancer Screening: 72.4 percent vs. 66.0 percent
- Dental Visit: 69.6 percent vs. 65.2 percent
- Flu Vaccine: 50.6 percent vs. 37.0 percent
- Unmet Medical Need Due to Cost: 8.7 percent vs. 14.1 percent

In total, this report features 31 health measures, including 10 new measures focused on mental health and opioid misuse. These new markers of health offer greater data-driven insights into the strengths and challenges associated with the health of these individuals. By providing new insights on opportunities to improve the health of those who have served, this report reflects the United Health Foundation's commitment to supporting the health of military service members, veterans and their families.



The Rensselaer Polytechnic Institute and the United Health Foundation have launched a partnership to address the growing need for a larger workforce of health data analysts and technologists.

## Creating a 21st Century Health Workforce Educating the Next Generation of Health Data Experts

Investing in tomorrow's health care data scientists is vital to helping solve some of the health system's toughest challenges and creating the actionable insights needed to improve care quality and health outcomes. In 2018 Rensselaer Polytechnic Institute and the United Health Foundation joined forces to expand access to health informatics educational opportunities and applied health data science research experiences through the Rensselaer Institute for Data Exploration and Application (IDEA).

To address the growing need for a larger workforce of health data analysts and technologists, the United Health Foundation contributed a three-year, \$1.1 million grant to launch the "Rensselaer Health Informatics Challenges in

Technology Education (INCITE) Pipeline" to prepare students through several interrelated initiatives, including:

- enhancing curricula to make health informatics more accessible to students from an array of majors such as biology and mathematics;
- creating a new "synthetic data generator" to expose students to real-world health data challenges and test solutions; and
- promoting experiential learning through online challenges available to students at Rensselaer and around the world.

"Rensselaer Polytechnic Institute is a leader in bringing together the physical, digital and biological worlds to drive research innovations and distinct educational opportunities," said Rensselaer President Dr. Shirley Ann Jackson. "Our partnership with the United Health Foundation will enable us to expand opportunities for researchers and students to tackle the tough challenges of our health care system through the integration of human intelligence with machine intelligence."

Rensselaer Polytechnic Institute, founded in 1824, is America's first technological research university. For nearly 200 years, Rensselaer has been defining scientific and technological advances worldwide and addressing the global challenges facing the 21st century – to change lives, to advance society, and to change the world.

**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 2018 totaled

**\$70M**



Organizations supported through grants and business contributions numbered

**2,300**  
in 2018



Through the Diverse Scholars Initiative, the United Health Foundation has awarded nearly 2,500 scholarships totaling

**\$20M**  
since 2007



CelebrateOne community health workers are helping mothers in the Greater Columbus, Ohio, area ensure babies are on the best path to a healthy and safe first year of life.

## FEATURE: PARTNERING TO HELP MORE BABIES CELEBRATE THEIR FIRST BIRTHDAY

In the Greater Columbus, Ohio, area, three families lose a baby every week. To address this critical public health issue, the Greater Columbus Infant Mortality Task Force developed recommendations to reduce the community’s alarming infant mortality rate by 40 percent and cut the racial health disparity gap in half by 2020. CelebrateOne was created to train and deploy community health workers to help carry out the task force’s recommendations. One of these community health workers is Vanitia Turner.

Vanitia Turner (pictured above, third from left), a mother to six children and grandmother to 16 grandchildren, was inspired to join CelebrateOne because she knew firsthand the painful reality of losing a child too soon. In 2011, Kendalyn Rose Gore, Vanitia’s granddaughter, died from sudden infant death syndrome while asleep at home.

Vanitia is helping reduce infant mortality in Columbus by connecting Columbus area mothers to essential health and social services, including prenatal care and education, easy-to-use cribs, transportation and emergency food and housing. “I don’t think any parent or grandparent should go through the death of a child when it’s preventable,” says Vanitia. “We want to see babies thrive in their first year and thereafter.”

CelebrateOne is charged with tackling the most significant factors that contribute to Columbus’ high infant mortality rate:

- Babies born too soon or too small;
- Exposure to tobacco smoke during pregnancy and secondhand smoke in the early days of life;
- Sleep-related deaths; and
- Health inequities that lead to higher infant mortality rates for black children.

CelebrateOne and Columbus Public Health set a goal of adding 72 new community health workers to conduct outreach to women of childbearing age in eight Columbus communities. These community health workers are trained to connect mothers and mothers-to-be with resources, programs and services – such as prenatal care and safe sleep practices – to help reduce infant mortality. The initiative was funded by a \$1.7 million partnership grant from the United Health Foundation in 2016.

As of November 2018, a total of 87 local residents have completed the community health worker certification program through The Ohio State University College of Nursing, surpassing the initial goal of 72. The community health workers have educated approximately 25,400 Columbus mothers and mothers-to-be.

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

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

# Environment

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.

With the elimination of 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 use of paper and increase the amount of paper recycled by offering customers, clients, partners and employees paperless options through online tools and electronic delivery of forms, billing and other information.

In our facilities, we are endeavoring to reduce 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.

## 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

- UnitedHealth Group is the top ranking company in the insurance and managed care sector on Fortune’s 2019 **“World’s Most Admired Companies”** list. This is the ninth 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**.
- UnitedHealth Group was named one of **America’s Most JUST Companies** by JUST Capital and Forbes in 2018. The JUST 100 rankings measure how U.S. companies perform on issues Americans care about most, including worker pay and treatment, customer respect, product quality and environmental impact.
- UnitedHealth Group ranked in the top 10 percent of the largest 500 U.S. companies in corporate sustainability and environmental impact in **Newsweek’s 2017-2018 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 Vqictory, a veteran-owned business that connects the military community to civilian opportunity.

# UNITEDHEALTH GROUP®

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

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