

Advancing health equity together

Actioning our commitment

Q3 2023



What is health equity?

Our health equity definition:

Everyone has a fair and just opportunity to be as healthy as possible.

We must remember that achieving health equity means understanding the root causes of inequities.



Fair and just

Regardless of race, ethnicity, gender, sexual orientation, gender identity, preferred language, religion, geography, income or disability status.



Healthy

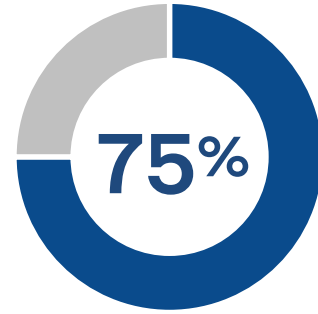
A complete state of physical, mental and social well-being that is impacted by clinical and non-clinical drivers of health, including access to quality health care, education, housing, transportation and jobs.



Recognition of Racism and Discrimination

Key drivers of health outcomes, and the importance of working with communities to remove barriers to health.

Health inequity is a public health crisis



By age 55, 75% of Black adults have already developed high blood pressure, compared to about half of White men and 40% of White women.

Source: [AHA](#)

2x-3x

Black and Indigenous women have higher rates of pregnancy-related death compared to White women.

Source: [CDC](#)

\$320 billion

The estimated annual cost of health inequities. It could grow to \$1 trillion by 2040.

Source: [Deloitte](#)



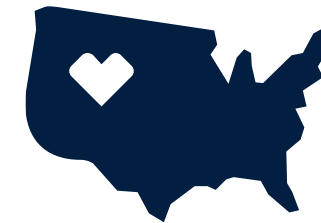
More than

112 million



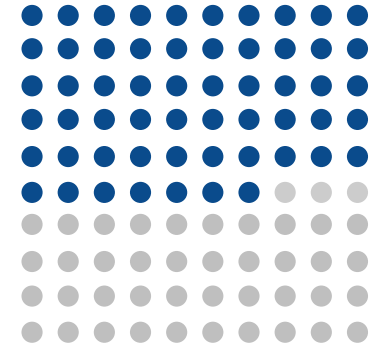
Americans live in areas where mental health providers are scarce.

Source: [USA Facts](#)



People in rural areas are at higher risk of disease and death.

Source: [NIH](#)



57%

of the LGBTQIA+ community is concerned about their mental health, 20%+ points higher compared to other populations.

Source: [CVS Health/Morning Consult Survey](#)

There's no quality in health care without equity

Quintuple aim for health care improvement:



1

Improving
population
health



2

Enhancing
the care
experience



3

Reducing
costs



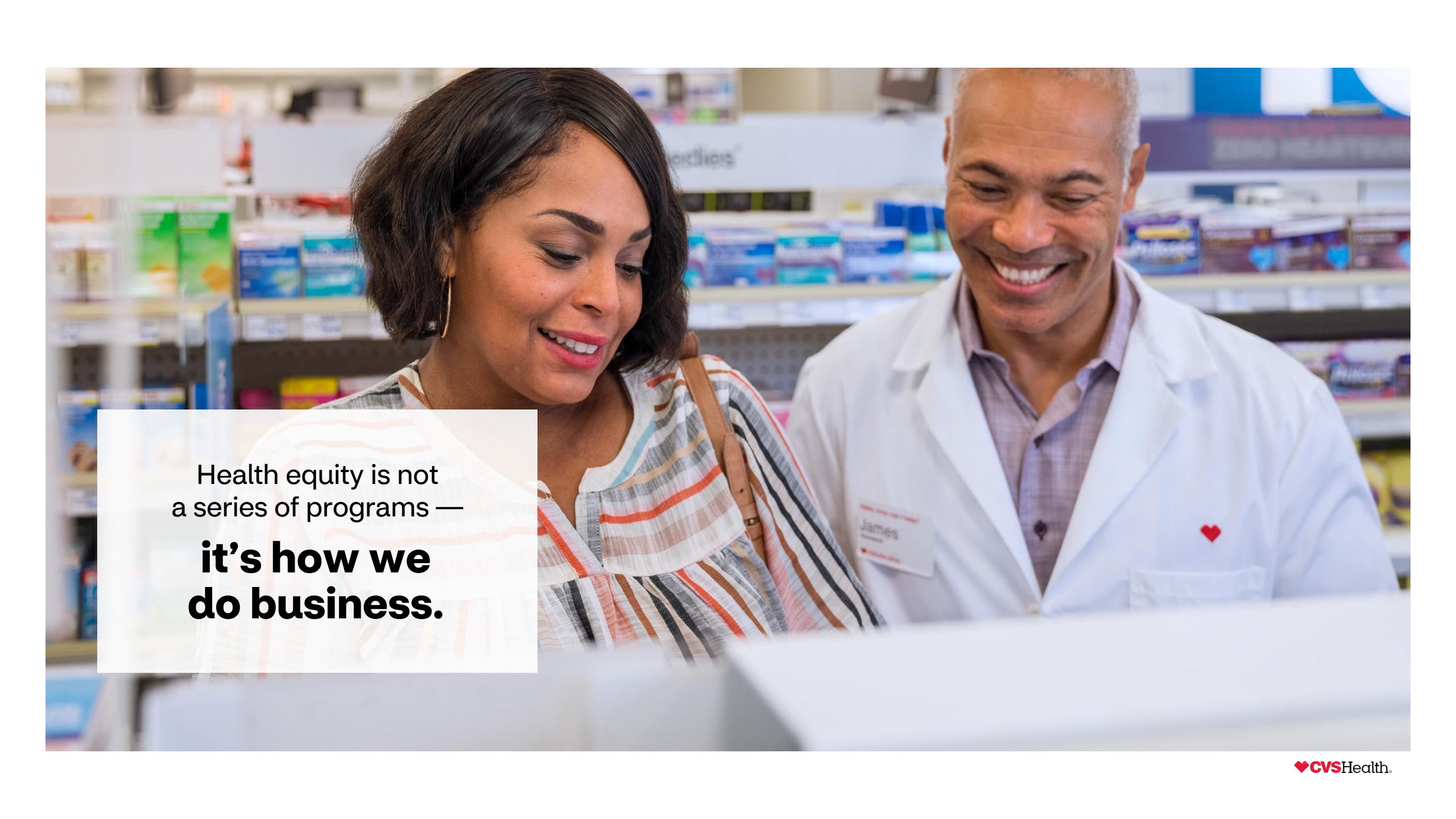
4

Workforce
wellbeing and
safety costs



5

Advancing
health equity



Health equity is not
a series of programs —

**it's how we
do business.**

Three pillars guide our strategy:

1

Empower our colleagues

Build a foundation to educate colleagues about the causes of inequities and to empower them to partner on solutions.

2

Measure what matters

Be guided by the evidence to unlock opportunities that make care more equitable and track our impact.

3

Take bold actions

Be bold in thoughts and actions to improve the trajectory of health outcomes across the country.

Our health equity bold actions are driven by **four key tactics across our core businesses:**



Providing culturally responsive patient education and care management

- Patient education to effectively support consumers through their care journey



Empowering providers

- Tailored trainings for providers to improve knowledge, skills and cultural competence
- Value-based contracts to incentivize providers to meet care quality standards
- Physician detailing to support providers with actionable plans for improving performance



Addressing social barriers to care

- Assessment of member and patient social needs by trained social workers
- Patients and members connected to a robust network of community-based services by trusted community health workers
- Closed-loop referrals to assure needs are met



Implementing data-informed strategies

- Reports and visual dashboards to understand relationship between demographic characteristics/SDOH and health outcomes
- Insights derived from dashboards used to identify populations for outreach and design programs
- Activities informed by local communities and partners



Network providers are essential partners to advancing health equity



Provider Demographic Data



Members Demographic Data



Provider Analytic Tools and Reporting



Member-Centric Provider Directory



Provider Health Equity CE Training



NCQA Health Equity Accreditation



By addressing health
inequities, we will help
**improve the
trajectory of health
for everyone.**