

OUR MISSION

To improve the health and wellness of the diverse communities we serve

OUR VALUES

Excellence • Integrity • Collaboration
Innovation • Diversity and Inclusion

OUR VISION

Every life improved through access
to high-quality, affordable health care

Tufts Health Plan is committed to equity and inclusion to better serve diverse communities and improve the health and wellness of our members and employees. Our company-wide Business Diversity Program strengthens and enhances our clinical programs and the member experience for our diverse populations, reporting to senior management and the board of directors on a wide range of workforce, marketplace and community initiatives to meet the needs of racial or ethnic minorities, women, LGBTQ+, people with disabilities and veterans. This work is embedded in all aspects of our five priority areas:



Supporting Diverse Communities

- Long-standing support for diverse communities through **volunteering** and **corporate giving**
- Established collaborations with community-based organizations to **improve health and access to care**



Improving the Multicultural Member Experience

- **Excellence in customer service** through our Multicultural Service Program, which trains bilingual staff
- Innovative, technology-based solutions to **expand language and cultural support** for members



Deploying Culturally-Oriented Health Programs

- **Enhanced analytics solutions to address disparities** based on race, ethnicity, language and social determinants
- Collaborations with community-based organizations, providers, employers and regulators **to promote health equity**



Expanding Support for Diverse Suppliers

- Contributing to local economic prosperity by **investing in contracts with diverse suppliers**
- **Leadership participation** in local initiatives such as Pacesetters and the Massachusetts LGBT Chamber of Commerce



Promoting a Diverse Workforce

- Committed to **recruiting, developing and retaining diverse staff and leaders**
- **Exceptional participation** of staff in Business Resource Groups (BRGs)

Recognition and Affiliations

- *Boston Business Journal Top Charitable Contributor*, 2013–present
- *Boston Business Journal Partners of the Year Award*, 2019
- *The Boston Globe Top Places to Work*, 2011–present
- *Boston Women's Workforce Council*, a commitment to close the gender wage gap
- *Disability Equality Index*, 100 Percent Rating, “Best Place to Work for Disability Inclusion,” 2018–present
- *Human Rights Campaign Corporate Equality Index*, Perfect Score, 2017–present
- *CEO Action for Diversity & Inclusion*, a commitment to advance diversity and inclusion in the workplace
- *Civic 50 Honoree*, The Points of Light, one of the fifty most community-minded companies in America, 2020

Diversity and Inclusion is a strategic priority within our company. The shift in demographics across the regions we serve is a clear indication that diversity is not only core to our mission but also critical to our business growth.

- **36%** staff are diverse
- **27%** board members are diverse
- **68%** staff identify as female
- **21%** directors and above are diverse
- **50%** senior management group identify as female

Research shows that health disparities exist and that there is opportunity to improve the delivery of care for our members in the communities we serve:

- In Mass., **63%** of individuals in diverse communities have a primary care physician compared to nearly **92%** of individuals in predominantly white communities.¹
- In Conn., total health care costs for Black or African American and Hispanic or Latino/a residents relative to white residents were nearly **three times higher**, respectively.²
- In R.I., babies born to Black women are nearly **three times as likely** to die as babies born to white women, while among Hispanic mothers, babies are **twice as likely** to die.³

We collaborate in the community

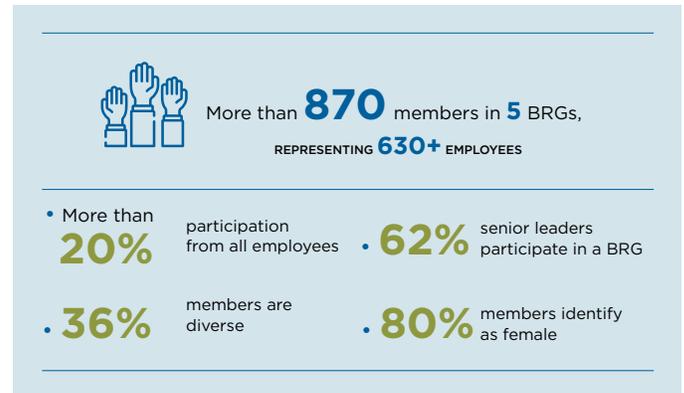
and promote corporate citizenship and volunteerism to connect our employees with the diverse communities we serve:

- Donated \$100,000 to organizations in Massachusetts and Rhode Island during the past three years through Tufts Health Plan Foundation grants and our BRG program. Each BRG selected an organization aligned with its affinity, ranging from serving people experiencing homelessness to supporting veterans and LGBTQ+ youth.
- Teamed with Lawyers for Civil Rights, Tufts Health Plan awarded \$1,000 (\$40,000 total) to 40 minority-, women-, and LGBTQ+-owned small businesses, such as beauty salons and home cleaning services, hard hit by COVID-19 throughout Massachusetts and Rhode Island.

Our Business Resource Groups

support and promote an inclusive environment in our workplace and community, with focus on multicultural backgrounds, LGBTQ+, veterans and military, raising awareness of people with disabilities, and supporting and empowering women.

The BRGs provide forums for employees to interact, collaborate and grow their careers — from networking events, mentoring programs, educational and leadership development opportunities to volunteer, business and community outreach activities.



Our Doula Program is designed to promote healthier pregnancies to full-term birth, decrease intensive care emergency admissions, and improve the health of newborns for moms within our Medicaid population. The program also provides postpartum care and support to many of our members.

Our Multicultural Service Program trains bilingual member service representatives on cultural sensitivity techniques and health care vocabulary. The program fosters enhanced direct member experience, increased quality of cultural interactions, and reduced reliance on third party translation services.

Our Supplier Inclusion Program

encourages contracts with businesses that are owned by diverse individuals, including racial minorities, women, LGBTQ+, people with disabilities or veterans. Since the program's inception, we've recorded more than \$80 million in diverse spend.

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¹ The Massachusetts Department of Public Health (DPH), 2020

² Connecticut Department of Public Health (DPH) Office of Health Care Access, 2020

³ Centers for Health Equity and Wellness, State of Rhode Island Department of Health, 2020