**Business Diversity: Diverse Voices, Stronger Outcomes**

Tufts Health Plan is committed to an inclusive approach to better serve diverse communities and improve the health and wellness of our members and employees. This work is embedded in all aspects of our five priority areas:

**Support 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

**Improve 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

**Deploy Culturally-Oriented Health Programs**
- Enhanced analytics solutions to address disparities based on race, ethnicity, language and social determinants
- Collaboration with employers and providers to promote health equity initiatives

**Expand Partnerships with 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

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

**By the Numbers**

- **Our workplace is** 20% of all staff participating in a BRG
- **Senior leadership staff** 32% diverse
- **69% female**
- **More than $39 million** spent on diverse suppliers
- **More than $5.1 million** contributed to non-profits

**Nationally Known for Quality**

Our private HMO/POS and PPO plans are rated 4.5 out of 5 by the National Committee for Quality Assurance (NCQA).* Our Medicaid plan is also rated 4.5 out of a possible 5. Our Medicare Preferred HMO and Senior Care Options plans are rated 5 out of 5 from the Centers for Medicare and Medicaid Services.**

*NCQA’s Private Health Insurance Plan Ratings 2018–2019
**NCQA’s Medicaid Health Insurance Plan Ratings 2018–2019

**IN**

NEW HAMPSHIRE  
MASSACHUSETTS  
RHODE ISLAND  
CONNECTICUT
Population Growth in Massachusetts by 2028:
The diverse population by race/ethnicity in Massachusetts is expected to grow by 14% from 1.69M, with the majority of the growth in the Latino community.

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Change</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic</td>
<td>+133K (837k to 970k)</td>
<td>16%</td>
</tr>
<tr>
<td>Two+Races/Other</td>
<td>+17K (125k to 142k)</td>
<td>14%</td>
</tr>
<tr>
<td>Asian</td>
<td>+79K (480k to 559k)</td>
<td>16%</td>
</tr>
<tr>
<td>African American</td>
<td>+49K (499k to 548k)</td>
<td>10%</td>
</tr>
<tr>
<td>White</td>
<td>-96K (4.9M to 4.8M)</td>
<td>-2%</td>
</tr>
</tbody>
</table>


Committed to Addressing Health Disparities that Exist Within the Region

**PRIMARY CARE ACCESS**
75% of Hispanics and 74% of Asians in Massachusetts have a primary care physician, compared to 91% of non-diverse persons in Massachusetts.

**BEHAVIORAL HEALTH**
Compared to the non-diverse population, multiracial persons in Massachusetts are 55% more likely to have reported depression, and Hispanics in Massachusetts are 25% more likely.

**DIABETES**
Hispanics are 25% more likely than non-diverse persons in Massachusetts to have diabetes, and African Americans in Massachusetts are 63% more likely.

**OBESITY**
Disabled persons in Massachusetts are 75% more likely to be considered obese than those in Massachusetts with no disabilities.

**AFFORDABILITY OF CARE**
Hispanics are three times as likely as non-diverse persons in Massachusetts to delay needed medical care due to cost.

Source: University of New Hampshire, 2016 New England Regional Health Equity Profile & Call to Action