



OUR MISSION

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

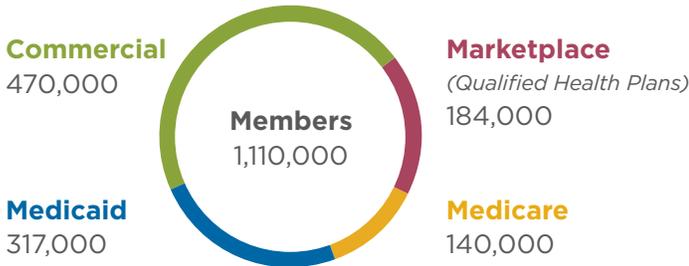
OUR VALUES

Excellence • Integrity • Collaboration
Innovation • Diversity and Inclusion

OUR VISION

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

Membership



Where we serve



60K+
providers

400+
points of care
in New England

Nationally known for quality

Our commercial HMO/POS Massachusetts plans are rated 5 out of 5 — the highest rating possible — by the National Committee for Quality Assurance (NCQA).^{*} Only three other private health plans in the country earned a “5” rating. Our Medicaid plan is rated 4.5 out of a possible 5, placing it among the top health plans nationally.^{**}

^{*}NCQA's Private Health Insurance Plan Ratings 2018-2019

^{**}NCQA's Medicaid Health Insurance Plan Ratings 2018-2019



Tufts Health Plan Medicare Preferred HMO and Senior Care Options plans earned 5 stars out of a possible 5 from the Centers for Medicare and Medicaid Services for 2021, putting Tufts Health Plan in the top 5% of plans in the country. Tufts Health Plan is one of only two health plans in the country to receive the rating for six years in a row.

Collaboration is in our DNA

Tufts Health Plan has formed two innovative collaborations with provider partners, each unique in their respective markets.



CarePartners of Connecticut offers Medicare Advantage plans to CT's older adults. This new organization harnesses the expertise of Hartford HealthCare and Tufts Health Plan to create a plan that brings physicians, hospitals and a health plan together to work in alignment, increasing quality and improving the coordination of care for members.

Accountable Care Organizations

We partnered with four provider groups, the most of any health plan in the state — Atrius Health, Beth Israel Deaconess Medical Center Care Organization, Boston Children's Hospital Accountable Care Organization and Cambridge Health Alliance — in support of Massachusetts' MassHealth reform efforts. The ACOs provide integrated, coordinated care that improves overall health with more efficiency.

Corporate Citizenship is integrated into all aspects of our business; it's how we conduct our work and engage in the community for a greater influence in our society. Our Foundation, founded in 2008, funds programs that move communities toward achieving age-friendly policies and practices that are relevant, focus on the most vulnerable, and include older adults in the process.



\$38m+ invested in the community by the Foundation since 2008
\$1.03m donated through match program in 2019
\$6.5m given to non-profits in 2019



10k+ employee volunteer hours in 2019
80+ employees serving on non-profit boards



40% decrease in energy usage since 2013
TOP 10% ranking in the nation for energy-efficient buildings
30% reduction in water usage since 2007
1.16m cubic yards reduction of landfill space from recycling and environmental programs



Committed to pay equity and living wages, offering a **\$16** minimum wage

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 should not only be part of our mission but is also critical to our business growth. Research also shows that health disparities exist and that there is opportunity to improve the delivery of care for our members.



3,015 employees

69% identify as female in our workplace

50% of senior leaders identify as female or diverse

35% of all staff are ethnically diverse



\$69m in diverse supplier spend since 2015



30+ languages spoken by employees

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

21% of all staff participate in a business resource group.

Recognition and Affiliations

- *Boston Business Journal Top Charitable Contributor*, 2013–present
- *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
- *Certified Age Friendly Employer*, Age Friendly Foundation, 2019

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