



Home



Our Focus



COVID-19
Pandemic
Response



Service
and Giving



Investments



Healthy
Environment



Awards and
Recognition

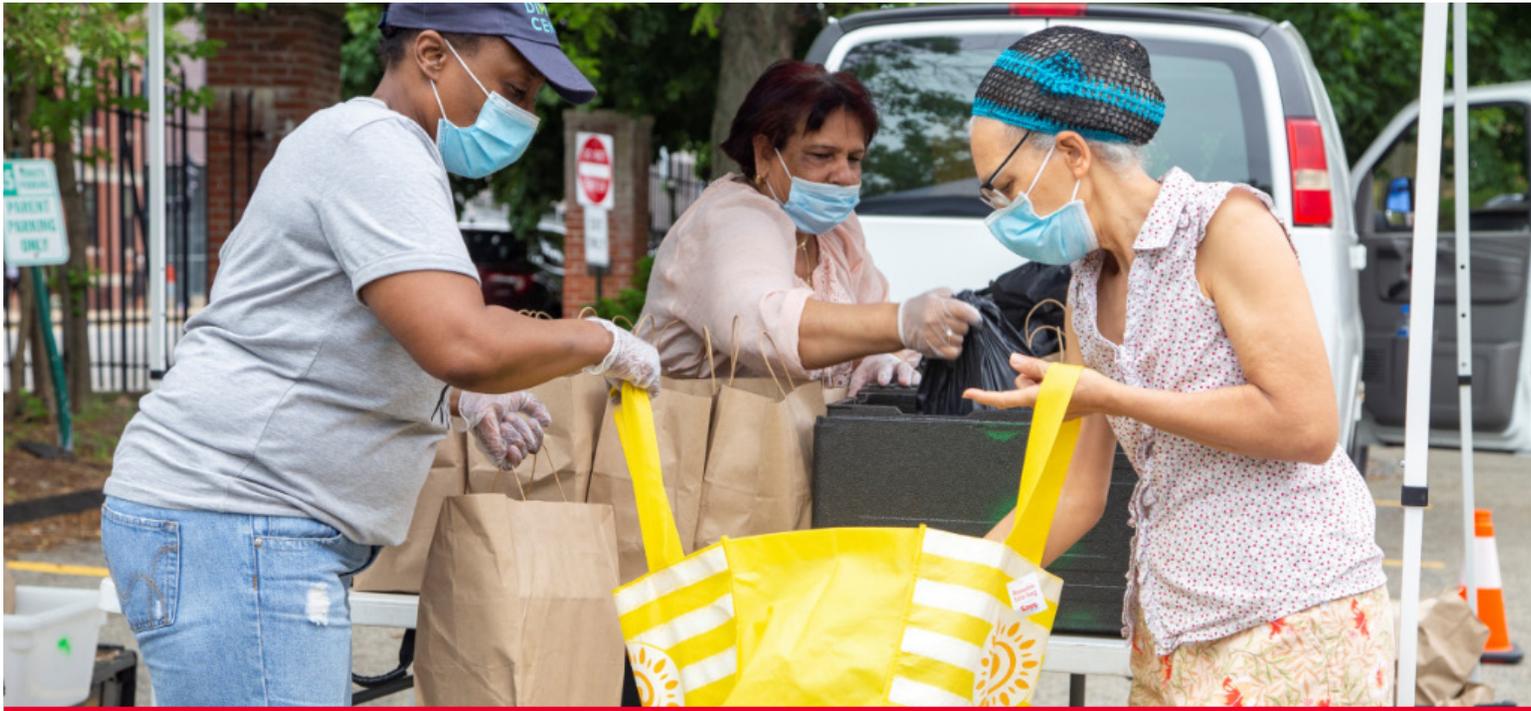


Harvard Pilgrim
Health Care

No Ordinary Year

Our 2020 Corporate Social Responsibility Report

Keeping our communities resilient during the COVID-19 crisis





In 2020, being a good corporate citizen mattered more than ever.

Since its founding, Harvard Pilgrim Health Care and its employees have cared for our communities just as much as for the health of our members. At no other time in our history have our community skills been challenged so forcefully as in 2020. As the COVID-19 virus spread across New England, we were ready to respond with food, volunteers, expertise and more than \$7 million in funding to bolster local responses.

At the same time, in the cities and towns where we live and work, we continued our pre-COVID-19 levels of giving and service to help support local healthy food projects, health care research and fundraising efforts for hundreds of nonprofit organizations. Our total contribution for 2020 was more than \$20 million.

This year, as we begin the next chapter in our health care and community service as part of our combination with Tufts Health Plan, we are redoubling our efforts to make sure everyone has access to healthy food, to help when disaster strikes and to keep our environment healthy. Here's a look at how we worked to make a meaningful difference in very difficult times. We hope it inspires you to get involved, too.

MICHAEL CARSON, president of the combined organization of Harvard Pilgrim Health Care and Tufts Health Plan, previously president and CEO of Harvard Pilgrim Health Care; chair, Harvard Pilgrim Health Care Foundation Board

KAREN VOICI, president, Harvard Pilgrim Health Care Foundation, previously vice president, Harvard Pilgrim Health Care

The combined organization of Harvard Pilgrim Health Care and Tufts Health Plan is one of the region's largest not-for-profit health services organizations, providing high-quality health care coverage to 2.4 million members in Massachusetts, New Hampshire, Maine, Connecticut, Rhode Island and beyond.



Our Response to the COVID-19 Pandemic in Our Communities



\$7 million for frontline COVID-19 relief organizations in CT, MA, ME and NH:

\$2.5M for COVID-19 relief efforts by local community service organizations

\$3M for community health centers

\$100K for COVID-19 testing site in Quincy, MA

\$350K for local nonprofit food growers/distributors

\$1M for nonprofit/restaurant meal delivery programs

\$139K contributed via 270 Harvard Pilgrim employee-directed Community Spirit mini-grants of \$500 each to support COVID-19 relief efforts across New England

Successes include:

55,000 meals

delivered in five communities —
sustaining 50 restaurant jobs

1,700 tests

completed at the Quincy
COVID-19 test site

Telehealth services

upgraded in 35 community
health centers in MA



Our COVID-19 Assistance to Older Adults



\$715,000
total support



752 total participants
engaged across
3 states

39 leaders
trained across
3 states



24,657 grocery distributions in
the Merrimack
Valley, MA

3,925 meal
distributions in ME

\$500,000

for COVID-19 relief efforts by organizations assisting older adults in CT, MA, ME and NH

\$185,000

for Savvy Caregiver and Matter of Balance leader and participant trainings in MA, ME and NH

\$30,000

for food and meal distribution in MA and ME



Successes include:

Creation of first national pilot of virtual version of Matter of Balance

50% of Savvy Caregiver participants report virtual format made their participation possible

Virtual Matter of Balance became an opportunity for socially isolated participants to connect and interact



Home



Our Focus



COVID-19
Pandemic
Response



Service
and Giving



Investments



Healthy
Environment



Awards and
Recognition

Our Staff's Community Service and Giving Across the Region



2,486

hours of service donated by Harvard Pilgrim employees in local communities



\$18,488

contributed to Employee Needs Fund



75

Harvard Pilgrim employees trained as American Red Cross disaster volunteers



\$575,900

contributed to **701** local organizations by Harvard Pilgrim employees via \$500 Community Spirit mini-grants



\$146,352

donated by Harvard Pilgrim affiliate companies to local nonprofit organizations

Successes include:

1,100

backpacks filled with school supplies for MA, ME and NH students

Over 500

hybrid learning kits for Boston, MA, students

50

Home essentials kits for Manchester, NH, families in transition

486

Paracord survival bracelets for active-duty military personnel

453

Happy Hope Bags for hospitalized children



Home



Our Focus



COVID-19
Pandemic
Response



Service
and Giving



Investments



Healthy
Environment



Awards and
Recognition



95%

OF HARVARD PILGRIM EMPLOYEES
GAVE OR SERVED



Home



Our Focus



COVID-19
Pandemic
Response



Service
and Giving



Investments



Healthy
Environment



Awards and
Recognition



**Building strong
communities is
at the core of
our health
care mission.**

Photo taken by Maggie Nowak, Mill City Grows;
CLF Food Policy Networks Photo Contest, 2020



Home



Our Focus



COVID-19
Pandemic
Response



Service
and Giving



Investments



Healthy
Environment



Awards and
Recognition

Our Regional Investment in Local Healthy Food



8 mobile markets: Hartford and Bridgeport, CT; Worcester, New Bedford and Lowell, MA; Lewiston/Auburn, ME; and Manchester and Seacoast Region, NH

20,732,984 servings of local produce distributed — 123% over 2019

5,183,246 pounds of local produce distributed — 123% over 2019



\$1.37 million to **35** nonprofit growers, gleaners and distributors to increase their yields, volunteers and customers in underserved communities

Successes include:

568

produce distribution sites across 244 New England communities — 36% increase over 2019

\$433,470

worth of fresh local food sold via mobile markets — 76% increase over 2019

\$209,980 (48%)

healthy food purchased with SNAP and Healthy Incentive Program subsidies — 40% increase over 2019





Our Investments in Building a Stronger Nonprofit Sector



22

Harvard Pilgrim senior leaders serve on boards of nonprofit organizations



\$67,647

contributed to nonprofit organizations by Harvard Pilgrim staff via annual Employee Fundraising Campaign



\$1,297,273

for sponsorships of fundraising events and programs for 482 organizations supporting youth development, community health, social service and education:

CT: **\$196,603**

MA: **\$776,864**

ME: **\$191,713**

NH: **\$132,093**

These sponsorships raised more than **\$20 million** in unrestricted operating support for community-based nonprofit programs and services — keeping the doors open and lights on during the COVID-19 pandemic.



Home



Our Focus



COVID-19
Pandemic
Response



Service
and Giving



Investments



Healthy
Environment



Awards and
Recognition

\$7.5M

investment
(direct and
in-kind)
raised

\$67.2M

for **185**
projects

supporting
research in
population
health

Our Investments in Researching the Future of Health Care

The Harvard Pilgrim Health Care Institute



Research on COVID-19
impacts on health
outcomes and equity
in New England

Development of
electronic medical
record support for
public health

Research on
modifying risks of
acquiring diseases
and/or preventing
their secondary
consequences



A total investment of **\$1,395,976** in **22 projects** to **improve** care delivery and **reduce costs** within a variety of care delivery models: palliative care **planning**, **social** determinants of health, behavioral health **integration** and **mobile**-integrated health care.

Over the last **20 years**, Harvard Pilgrim’s Quality Grant program has funded more than **308 initiatives** across our region, totaling more than **\$22 million**.

Our Investments in Best Clinical Practices

Harvard Pilgrim Health Care’s Quality Grant Program



Improved behavioral health care

More integrated pediatric care

Innovations to reduce health care costs



Harvard Pilgrim Green

Harvard Pilgrim Green is our corporate eco-sustainability program. With initiatives that focus on improving air quality and water and air efficiency, and our full recycle program, we maintain our goal to reduce our energy consumption and overall carbon footprint.



Full recycle program



Improving air quality and water and air efficiency



Reducing energy consumption and overall carbon footprint

Purchase and retrofitting of former Reebok campus in Canton, MA, as headquarters for **combined Harvard Pilgrim and Tufts Health Plan** companies and staffs

Renovations include installation of **LED lights** and workspaces for 50% of staff (with flex schedules) to reduce office footprint and traffic

Landscape uses that capture rain water for **irrigation**

Shuttles will transport staff to and from public transit



BOSTON BUSINESS JOURNAL



2020 BEST PLACES TO WORK



Awards and Recognitions — 2020

2020 Corporate Equality Index
(Human Rights Campaign)

Recognized for the 8th consecutive year

2020 Dimock Difference Leadership Award
(The Dimock Center)

Proud longtime partner (27 years) supporting the mission to heal and uplift individuals and families in the community

2020 Corporate Citizenship Award (Boston Business Journal)

Recognized for the 13th year

Healthiest Employer of Massachusetts
(Healthiest Employers)

Selected as the Healthiest Employer of Massachusetts in the under 1,500 employees category

2020 Best Places to Work (BBJ)

Earned 6th place in the extra-large company category

2020 Top Places to Work (Boston Globe)

Honored for the 12th year in a row; ranked 4th in the largest employer category