

Humana Spotlights Commitment to Addressing Social Determinants of Health in 2018 Corporate Social Responsibility Report

Release Date:

Thursday, May 16, 2019 9:00 am EDT

Terms:

Dateline City:

LOUISVILLE, Ky.

Report details how Humana is working to inspire health & well-being for the people and communities the company serves

LOUISVILLE, Ky.--(BUSINESS WIRE)--Humana Inc. (NYSE: HUM), one of the nation's leading health and well-being companies, today released its [2018 Corporate Social Responsibility \(CSR\) report](#). In the comprehensive report, Humana details its continuing commitment to helping the individuals and communities it serves live their best lives by expanding and improving access to affordable healthcare.

"At Humana, we see firsthand the impact that access to quality, affordable care has on our members and employees," said Bruce D. Broussard, Humana's President and Chief Executive Officer. "Throughout our 2018 CSR Report, we've highlighted many of the ways we're working to improve the 'health of care' - from our focus on integrated care delivery, to our work in value-based care, to our companywide efforts to address social determinants of health that impact the health and lives of the people we serve."

In 2018, Humana heightened its focus on initiatives targeting social determinants of health - conditions in the places where people live, learn, work and play, such as social isolation, food insecurity, and lack of transportation access - that can often result in roadblocks to good health. Humana's wide-ranging capabilities uniquely position the company to address health outside of the doctor's office - and deliver integrated care that can improve people's health and quality of life.

Humana's 2018 CSR Report highlights the company's commitment to providing whole-person healthcare, investments in supporting healthy communities, and dedication to achieving sustainable growth through responsible business practices and environmental stewardship. The report features several examples of how Humana is inspiring health and well-being:

For Each Person:

- **Humana Employees:** In 2018, Humana achieved its employee Bold Goal, increasing employees' Healthy Days by 20 percent, as measured by the Centers for Disease Control and Prevention's Healthy Days tool. Since 2012, Humana employees have gained 2.3 million more Healthy Days, or roughly an extra week of better days per year for each employee. The company set a new goal to achieve 500,000 more Healthy Days for employees by the end of 2022, using 2018 as a baseline.
- **Integrated Care:** Humana teamed up with Walgreens to provide easier access to primary care and other services for seniors in the Kansas City, Missouri area. Two newly established Partners in Primary Care clinics at Walgreens stores in the region combine primary care, pharmacy, in-person health plan support and other services for Medicare beneficiaries. Additionally, through completing its minority ownership acquisitions of Kindred at Home and Curo Health, Humana began testing and learning new care and payment models in five communities - to improve health outcomes of members with multiple chronic conditions.
- **Opioid Addiction:** As part of the national effort to combat opioid overuse, Humana set a goal to reduce the number of members receiving opioid prescriptions greater than 100 morphine milligram equivalent (MME), a dosage that raises the risks of opioid overdose, by 40 percent. In 2018, Humana closed in on its goal, reducing the number of members receiving prescriptions greater than 100 MME by 36 percent.

For Each Community:

- **Bold Goal:** From 2015 to 2018, Humana Medicare Advantage members in Humana's original seven Bold Goal communities, places where Humana is working to achieve its goal of helping people improve their health 20 percent by 2020, experienced a 2.7 percent improvement in their Healthy Days. Meanwhile, Humana seniors in San Antonio improved their Healthy Days by 9.8 percent, marking the halfway point toward their Bold Goal. The company screened more than 500,000 people for social determinants of health needs in these Bold Goal communities and developed toolkits to help physicians screen for and address social isolation, loneliness, and food insecurity in patients.
- **The Humana Foundation:** In 2018, the Humana Foundation invested \$7.4 million in nine organizations located in Bold Goal communities as part of its new community investment strategy focused on creating sustainable results addressing social determinants of health. (See video links below.) The Foundation aims to co-create communities

where leadership, culture and systems work to improve and sustain long-term positive health outcomes.

For the Future:

- **Environmental Goals:** In 2018, Humana set new environmental targets for greenhouse gas emissions and waste, using a 2017 baseline, with a goal to reach or exceed the targets by the end of 2022.
 - Humana set a new goal of 2.1 percent year-over-year greenhouse gas emissions reduction, and exceeded the 2.1 percent reduction in 2018. The goal covers Humana's portfolio of owned and leased properties under direct company control. Sustainability-investment projects and building-optimization changes have made most of the impact.
 - The waste goal was set at 60 percent waste diversion. By recycling and reusing more, and sending less waste to landfills, Humana is currently ahead of its waste-diversion goal – achieving a rate of 60.3 percent at the sites where Humana and its vendors manage waste and recycling services.
- **Inclusion & Diversity:** In 2018, Humana formed GenUs, a multigenerational network resource group (NRG) that helps employees create and celebrate intergenerational connections. The company also established nine new Inclusion & Diversity (I&D) Councils to foster employee inclusion and belonging within the changing landscape of the workforce.

CSR Report Videos

To learn about the Humana Foundation's collaboration with nonprofits in the strategic investment program's first year, view these videos featuring San Antonio partner organizations:

- **Older Adults Technology Services (OATS)** received an investment to address social isolation. The [Senior Planet San Antonio program](#) reduces isolation and loneliness and increases social connections by engaging seniors through free access to internet-connected technology and training courses.
- **San Antonio Food Bank** received an investment to impact food insecurity and social isolation by creating a [Senior Wellness Intervention Model program](#). The program assists seniors who screen positive for food insecurity and social isolation with comprehensive services that stabilize their household and address prevalent health issues.

CSR Report Materiality Assessment & Reporting Standard

In the fall of 2018, Humana completed a third-party materiality assessment – including interviews and surveys with more than 1,000 stakeholders from across the country in an effort to learn what corporate responsibility topics are of the greatest significance to them. The assessment engaged employees, members, healthcare providers, suppliers and community partners. Details of this materiality assessment are included in the CSR Report.

Humana collected and reported its 2018 CSR Report in accordance with the Global Reporting Initiative (GRI), the world's most recognized standards for environmental, social and governance reporting. GRI is an independent international organization that helps businesses, governments and other organizations understand and communicate the impact of business on critical sustainability issues.

To learn more about Humana's accomplishments and continuing work to inspire health and well-being, read the full 2018 CSR Report (www.humanacsrrreport.com).

About Humana

Humana Inc. is committed to helping our millions of medical and specialty members achieve their best health. Our successful history in care delivery and health plan administration is helping us create a new kind of integrated care with the power to improve health and well-being and lower costs. Our efforts are leading to a better quality of life for people with Medicare, families, individuals, military service personnel, and communities at large.

To accomplish that, we support physicians and other healthcare professionals as they work to deliver the right care in the right place for their patients, our members. Our range of clinical capabilities, resources and tools – such as in-home care, behavioral health, pharmacy services, data analytics and wellness solutions – combine to produce a simplified experience that makes healthcare easier to navigate and more effective.

More information regarding Humana is available to investors via the Investor Relations page of the company's web site at www.humana.com, including copies of:

- Annual reports to stockholders
- Securities and Exchange Commission filings
- Most recent investor conference presentations
- Quarterly earnings news releases and conference calls
- Calendar of events
- Corporate Governance information

Language:

English

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Ticker Slug:

Ticker: HUM
Exchange: NYSE
ISIN:
US4448591028

Source URL: <https://press.humana.com/press-release/humana-spotlights-commitment-addressing-social-determinants-health-2018-corporate-soci>