

# Advancing Whole Health

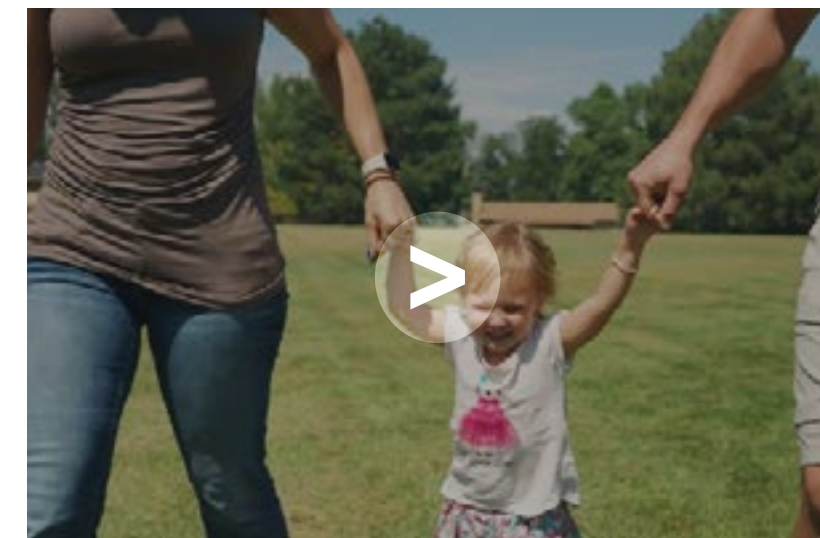


## Activating a Whole-Health Approach in Health Plan Benefits

We are bringing leading-edge, data-driven technology to whole health, identifying the physical, social, and behavioral needs of our members. We are using these insights to improve equitable access to personalized care, coordinate services for complex needs, and raise the value and quality of care. Our support is not just personalized, it is person-centered, with features that allow members to connect with real people who can provide one-on-one assistance in navigating their whole-health journey.

These people-first programs and services are what differentiate us — and our care provider partners. We are improving whole health outcomes with the right data, the right technology, and the right care.

**Watch:** [How a Health Plan Can Help Members Find Personalized Care](#)





## Total Health Complete: Dedicated Family Advocates for Whole Health

In 2023, we launched Total Health Complete, a proactive and integrated approach to member engagement and care management. With just one call, members are matched with a Dedicated Family Advocate (DFA), a healthcare system expert who will serve as a single point of contact. The DFA helps navigate everything from understanding benefits to managing the most complex health issues, such as a cancer diagnosis or a behavioral health concern.

Total Health Complete supported more than 1.2 million members in 2023. Results of the program include:

- 71% of participating members obtained recommended cancer screenings, leading to early detection and improved outcomes.
- 17% more members increased pharmacy refills compared with non-participating members, leading to better control of illness.
- Members showed increased compliance with 8 out of 9 diabetes-related measures, such as medication adherence, and were less likely to develop complications.
- 81% of members who were identified with an emerging risk for depression were connected with a Clinical Advocate.
- 95% of members reported satisfaction with the program.





## The Community Resource Navigator: Supporting Members with Cultural Humility

To support our Commercial members, we created the Community Resource Navigator (CRN) program, an offering that employers can leverage through their Employee Assistance Program (EAP).

The CRN program gives members access to resource navigators — in the workplace or virtually — who are matched with each employee to align with language and culture. Navigators work with employees one-on-one to identify needs and connect them to things like childcare, eldercare, food resources, housing, transportation, and financial assistance. The program also includes resources that help managers support employees in need. The CRN program has helped thousands of workers connect with community-based social support.

**One of our large retail employer clients offering the Community Resource Navigator program to its 30,000 employees reported:**

**8% of employees utilized offered resources.**

**An estimated 15% decrease in missed workdays after receiving services.**

**15,000 needs resolved.**

## My Health Advocate: A Trusted Advisor

Our Medicare Advantage strategy prioritizes the whole health of our older members, including life circumstances that can be a barrier to better health. In 2023 we launched My Health Advocate, an innovative model that provides Medicare-eligible members with a new kind of personalized, relationship-based customer-service.

In this one-stop-shop experience, members have a single point of contact when navigating the healthcare system and their benefits. Our advocates provide customized guidance informed by real-time data. They serve as trusted advisors and educators, helping reduce members' concerns and allowing them to act with confidence as they make healthcare decisions.

## Addressing Health-Related Social Needs

Health-related social needs affect everyone at some point and influence physical, mental, and behavioral health. Being healthy is more challenging without a safe place to call home, access to nutritious food, and reliable transportation. Health benefit plans can be designed to better address social drivers of health, making it easier for more people to live their healthiest lives.

**Watch:** How We Are Addressing Social Needs in Our Communities



## Community Connected Care: Identifies and Resolves Health-Related Social Needs

People experiencing one or more health-related social needs (HRSN), such as food insecurity or unstable housing, can be at increased risk for anxiety, depression, hypertension, emergency department use, and preventable [hospitalization](#). People with multiple needs can also be harder to identify and support.

The Community Connected Care program helps address these situations by using the power of data analytics to identify the social needs of our members and the barriers they experience in accessing healthcare. We then connect these members to care and resources in the ways that suit them best, such as online through our Sydney Health platform, by telephone, or in-person. We also collaborate with community-based organizations (CBOs), including food banks, area agencies on aging, and other non-profits, to provide our members with support and resources.

**Our CBO partners and Community Health Workers have screened more than 148,000 members since 2018, including 62,000 members in 2023, to assess and identify their health-related social needs.**

These organizations helped members obtain access to food and federal nutrition programs, secure housing and shelter, attain transportation for essential needs, pay utility bills, and get support when experiencing loneliness or social isolation.

# Accelerating Food as Medicine Strategy

In today's world, food choices tend to rely on easily accessible and heavily processed foods that are not designed to optimize health. This has contributed to poorer health outcomes. Addressing food and nutrition insecurity can prevent, manage, or even treat disease. At Elevance Health, we believe the entire health system needs to work together to prioritize healthy food, and we have implemented an enterprise-wide strategy using food as medicine to improve clinical and quality outcomes while also addressing gaps in federal nutrition program enrollment.

## Essential Extras Medicare [↗](#)

As part of our Medicare Advantage Plan, our Essential Extras Medicare Benefit provides valuable, no-cost benefits to enhance quality of life and health outcomes. Grocery benefits are one of the most widely used options by our older members.

## My Health Benefit Finder [↗](#)

In addition to helping individuals navigate their health coverage, My Health Benefit Finder also helps members enroll with major state and federal programs that provide assistance in accessing food, including Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). To date, the tool has been used for personalized guidance by members in all 50 states.

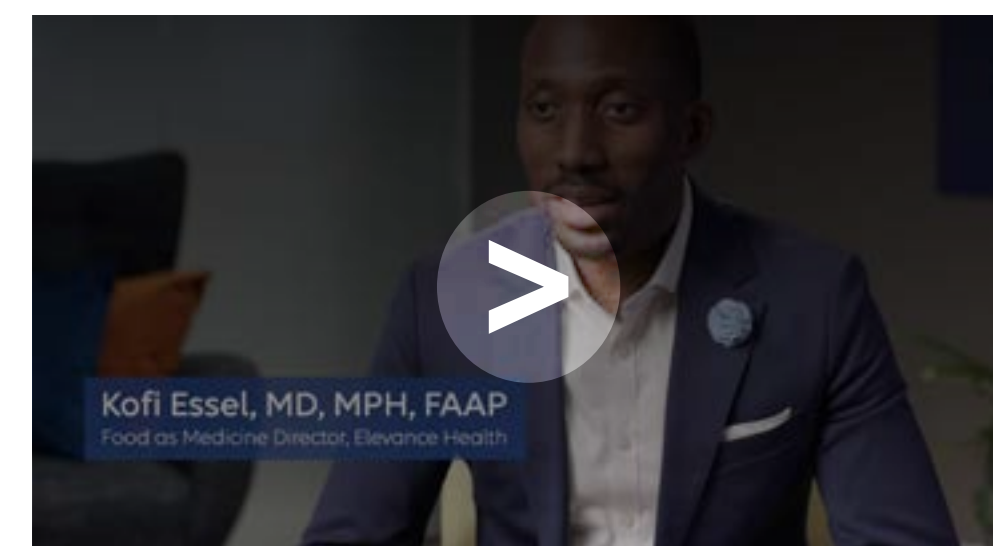
## Feeding America [↗](#)

This past year, Feeding America®, the nation's largest domestic hunger-relief organization, continued the work funded by a **\$14.1 million Elevance Health Foundation grant** provided in 2022. The funds support the organization's food as medicine program, which partners with care providers to screen patients for food insecurity and connects those in need with resources. The program helps identify best practices for supporting people experiencing food insecurity and living with chronic health conditions. Through this funding, the organization is offering new food-distribution options and helping enroll more people into public benefit programs.

## The Elevance Health Foundation: Bringing Better Health through Nutrition [↗](#)

The Elevance Health Foundation reinforces our organization's food as medicine efforts by supporting programs across the U.S. that create greater access to nutritious food. As of December 2023, **\$27.4 million in food as medicine grants have been awarded to 41 organizations.**

### Watch: Our Food As Medicine Strategy





## Tackling Loneliness Through the Member Connect Program

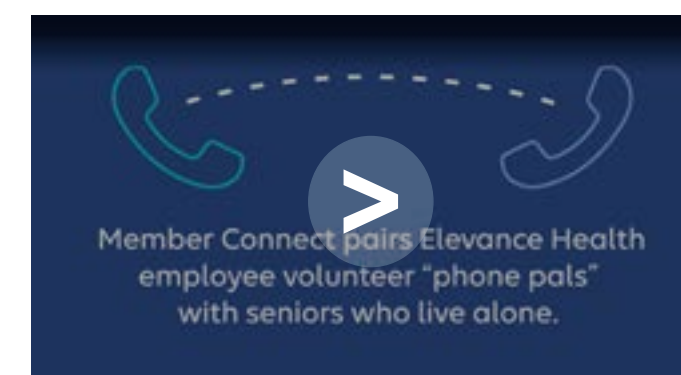
The U.S. Surgeon General declared loneliness an epidemic in America in 2023, noting that it can be as damaging to health as tobacco use. Older people are especially at risk, with nearly one-fourth of adults aged 65 and older considered socially isolated. In older people, social isolation and loneliness are social drivers of health that can increase the risk of depression and dementia and worsen chronic health conditions. As part of our whole-health approach, we are connecting our older members to programs and resources that reduce social isolation and lead to better health.

Our Member Connect program reaches out to Medicare members living in socially isolated circumstances and those who are newly widowed, living with a serious or terminal illness, or have been diagnosed with dementia. Members are matched with a community-based social care partner who helps to overcome barriers to social health, such as the loss of a spouse or a lack of transportation to activities.

**Nearly 80% of members participating in the Member Connect program report changing something about how they take care of themselves, including self-care, exercise, and healthier eating habits.**

**400+ additional associates became Member Connect Phone Pals in 2023.**

[Learn more about Member Connect.](#) 



**Watch: A Way to Battle Loneliness in Older Adults**

# Improving Maternal Health Outcomes

Maternal health is a serious concern in the United States, with hundreds of pregnant people dying each year as a result of pregnancy complications. These challenges are particularly impactful for women of color. With our affiliated health plans providing insurance coverage for one in eight of the nation's births, we are committed to improving maternal health outcomes and reducing health inequities. We are answering the call with data-driven clinical support and holistic programs that recognize and meet the social and behavioral healthcare needs of expecting parents before, during, and after birth.

## Concierge Care

In 2023, we launched our new concierge care maternity solution as part of our Carelon suite of services. This digital platform supports pregnant people with a personalized week-over-week interactive pregnancy tracker with brief videos on informative topics such as doulas, gestational diabetes, and what to expect from pregnancy care.

The platform provides an increased level of support for members at higher risk for complications. These members are paired with a nurse care manager who can answer questions or concerns via chat, text or email. The nurse will also monitor information noted by the member — such as fetal kicks and blood pressure — and respond if needed.

## The Importance of Doula Care

Community-based doulas play a key role in maternal health, especially for our more at-risk members. Doulas are trained professionals who provide person-centered care to pregnant and postpartum women by providing information, education, and physical, behavioral, and social support before, during, and after birthing. Doula care has been found to improve maternal health outcomes, including reducing the rate of caesarean births, preterm births, and postpartum depression, while improving breastfeeding rates.

This past year, we invested \$750,000 in organizations focused on increasing doula training opportunities throughout the United States, continuing our prior 2022/2023 commitment to invest \$1.5 million in training partnerships with more than 30 community-based organizations.

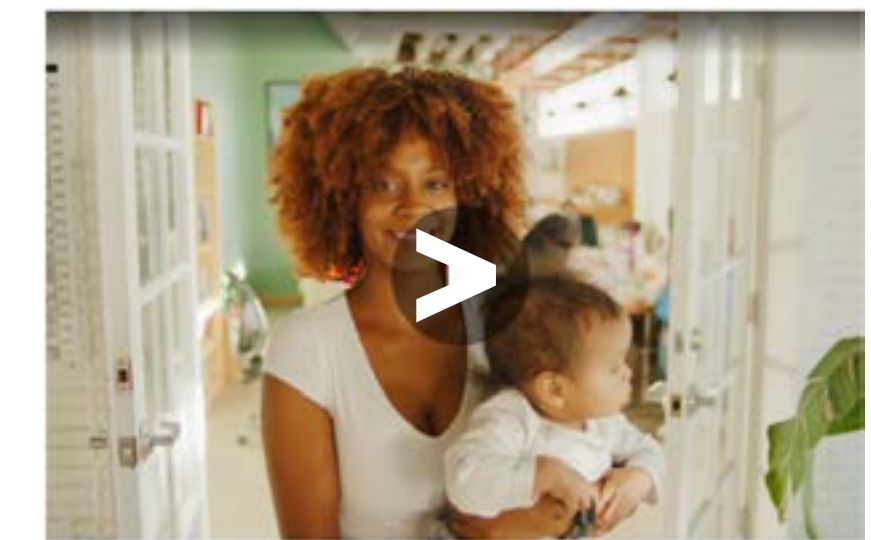
[Learn more about Doula Care.](#) ↗

## Peer Recovery Specialists are Partners in Family Planning

Nearly 22,000 babies are diagnosed every year with neonatal abstinence syndrome (NAS), which occurs when newborn babies experience withdrawal from substances to which they were exposed in the womb. A Carelon Behavioral Health program is helping to reduce the incidence of NAS by matching women in recovery from substance use disorder (SUD) with telephone support from a peer recovery specialist who has lived experience of SUD recovery. The specialists can connect members with physical and behavioral health providers as well as resources addressing social drivers of health.

They can also connect members with recovery specialists and health plan case managers and assist in scheduling appointments. Members can use an app with 24/7 access to peer recovery support.

## Watch: How Doula Care Can Help Improve Health Outcomes



[Learn how the Elevance Health Foundation is partnering to deliver better maternal outcomes.](#) ↗



# Advancing Health Equity

We are working to reduce inequities and bring individualized care demonstrating cultural humility to all our members, regardless of race, ethnicity, sexual orientation, gender identity, disability, geography, or financial status. For the second year in a row, the National Committee for Quality Assurance (NCQA), one of the nation’s most respected healthcare quality measurement organizations, used a rigorous, data-based evaluation to award Elevance Health with accreditation for advancing health equity.

**In 2023, we led the industry as we earned NCQA’s Health Equity Plus accreditation for our collection of data on community social risk factors and patients’ health-related social needs. This designation brings more than 10 million people, or over 90% of our Medicaid membership, into an accredited plan.**

## This past year, our broad-ranging commitment was reflected in the following programs:

- In partnership with the Harvard T.H. Chan School of Public Health, Elevance Health created an eight-week course for associates detailing the impact of inequities on health outcomes and pathways for consensus-building toward health equity. More than 75 associates earned the certificate in 2023.
- We continued to invest in resources to help our care provider partners become leaders in health equity with mydiversepatients.com, a platform offering free continuing medical education (CME) credit courses. This past year, we added new training videos and articles to the site.
  - As of 2023, 43,000 people from 30 countries, including the U.S., have used the resource.
- Elevance Health continued to participate in the World Economic Forum’s Global Health Equity Network Zero Health Gaps Pledge, the first global, multi-sector health equity initiative. Our pledge includes 10 commitments to advance health equity across our core operations, strategies, and investments.
- We engaged an external expert to conduct a health equity assessment and comprehensive review of our services to better understand how they advance health equity and improve health outcomes for our members. The assessment found that Elevance Health stands by its commitment to health equity from the top down and is an example of how the health service industry can better align its initiatives and make better use of resources, technology, and influence to create a healthier U.S. population.

[Learn more about our approach to health equity.](#)





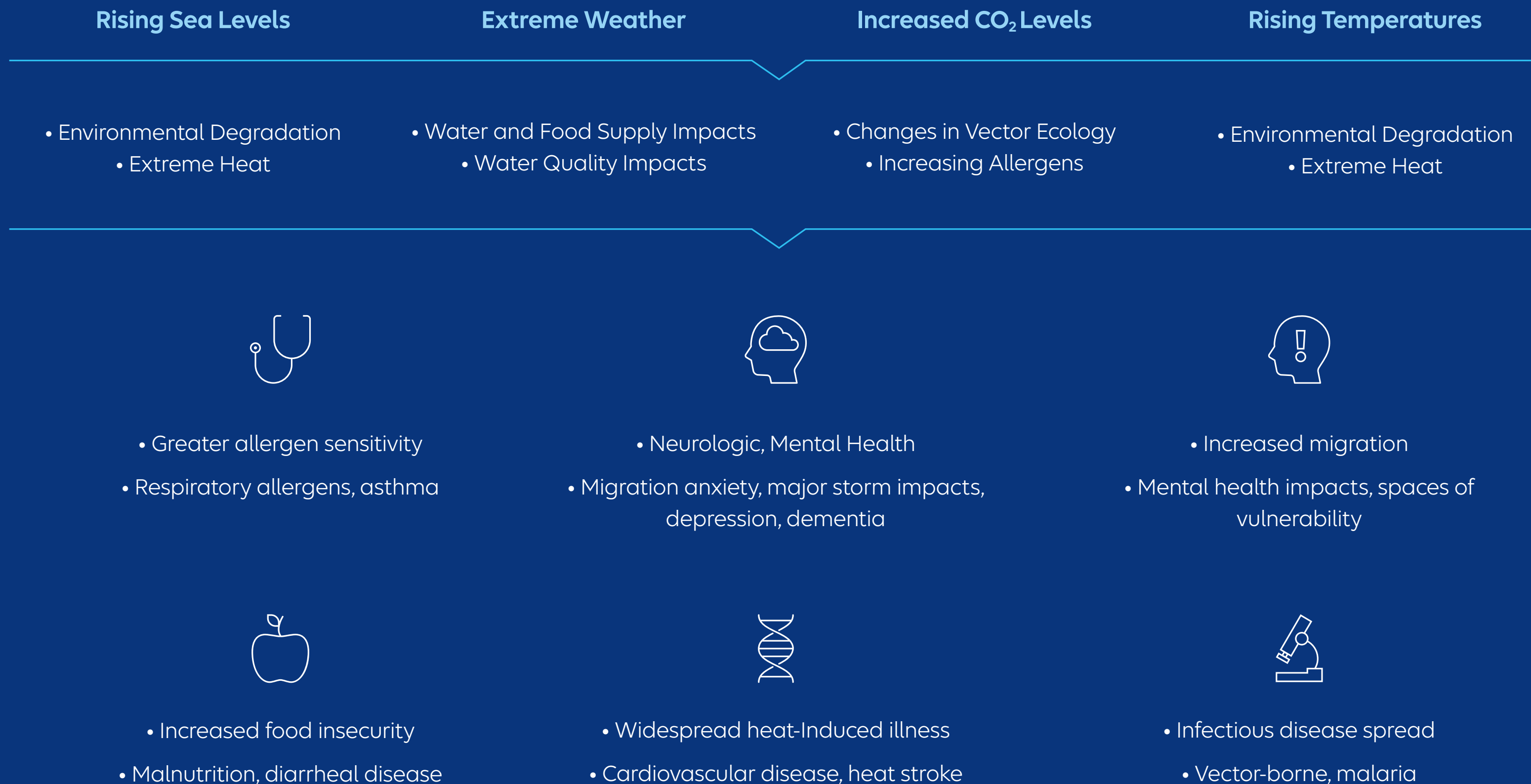
## Focusing on Climate and Health

Across the U.S., communities experience the effects of climate change, including wildfires, hurricanes, flooding, and changes to ecological systems. Weather events often impact a community's infrastructure, exacerbating barriers to health such as food insecurity, inadequate housing, and lack of transportation.

The stress of these events can result in higher incidences of mental health challenges such as anxiety. Disruptions to ecological systems and changes in weather can worsen chronic health conditions and increase the prevalence of asthma, cardiovascular disease, and infectious disease. Under-resourced communities are especially vulnerable to climate change that can result in health inequities.

# Elevance Health is supporting community resilience and working to alleviate the effects of climate change on the healthcare system.

## The Potential Impacts of Climate Change on Health



### Environmental Sustainability Focus Areas Include:

#### Energy & Climate Performance

Pursue carbon-neutral operations for scope 1 and 2 greenhouse gas (GHG) emissions

#### Renewable Energy

Procure 100% renewable electricity for operations

#### Supply Chain Sustainability

Engage with strategic suppliers on setting their own science-based targets for reducing GHG emissions

#### Resiliency

Provide enhanced support to the people our companies serve, especially people experiencing economic insecurity



# Notable Achievements

- In 2022, we signed the United States Department of Health and Human Services (HHS) Net Zero Pledge, committing to decrease our direct operational (scope 1 and scope 2) emissions by 50% by 2030 and achieve net zero emissions by 2050.
- As part of our net zero work, we engage our top 80% of suppliers by spend on setting their own science-based emissions reduction targets. We leverage CDP, a widely used climate disclosure tool, to collect and track information as well as establish supplier scoring criteria. Additionally, we help suppliers build climate reporting capacity by offering educational resources, including greenhouse gas accounting training.
- We are supporting biodiversity by purchasing carbon offsets to neutralize direct emissions that cannot be sourced renewably. Initiated in 2021, these offsets support the conservation of managed forestland and outdoor recreation in an economically at-risk region of Tennessee.
- Elevance Health sponsors the National Academy of Medicine Action Collaborative on Decarbonizing the U.S. Health Sector, which is committed to addressing the sector’s environmental impact and strengthening its sustainability and resilience.
- The Elevance Health Foundation supports communities impacted by climate-related events by funding organizations that offer expertise in disaster preparedness and response and recovery efforts. This includes a \$1 million-level partnership with the American Red Cross’ Annual Disaster Giving Program.

**We are proud to report that we met our 100% renewable electricity goal in 2021, four years ahead of schedule, and maintain carbon-neutral status.**

## Joining the National Commission on Climate and Workforce Health

The National Commission on Climate and Workforce Health represents a diverse group of prominent U.S. business leaders and public health and safety experts. The Commission aims to help employers better understand the growing threats that climate change poses to human health and to take the necessary steps to build climate-resilient workforces.

[Learn more about the National Commission on Climate and Workforce Health.](#) ↗

