

2021 Impact Report data overview

Humana

Humana's 2021 Impact Report highlights our commitment to the health of each person, each community, the healthcare system and the environment. We have established five key metric categories that showcase our progress on this commitment and align to our strategic business goals: Access to Healthcare, Data Protection & Privacy, Environmental Impact, Product Quality & Safety, and Talent & Diversity. Quantitative and/or qualitative metrics within each category track, monitor, measure and report our performance.

More information about Humana's Impact, including full Environment, Social and Governance disclosures, can be found at [Humana.com/About](https://www.humana.com/About).

Humana is addressing social determinants of health, like food insecurity



Since 2020, Humana has provided almost **1.6 million meals** to more than **94,000 at-risk members**. In 2021, Humana also helped raise over **1 million meals** for Uniting to Combat Hunger. This is the second year in a row that Humana and Veterans of Foreign Wars have exceeded the 1 million meal goal.

Humana is working to expand access to healthcare

32%
increase

We're working to grow and expand our geographic presence in value-based primary care to provide more access and high-quality care to patients, including those in underserved areas. **We ended 2021 with 206 primary care centers representing a 32% increase over the prior year.**



We're working to expand the number of our state-based Medicaid contracts to deliver care to more individuals of this vulnerable population via Humana Healthy Horizons®. **As of Dec. 31, 2021, we have Medicaid contracts in six states.**

The Humana Foundation 2021 charitable giving

- 10 projects in 5 states for food security: ~\$6 million
- 30 projects in Louisville, KY, advancing health equity: \$3.6 million
- 10 projects to support natural disaster relief: over \$1.1 million
- 24 projects to support COVID-19 relief and recovery: ~\$2.2 million



Humana volunteerism



16,400 Humana employees took volunteer time



216,843 volunteer hours tracked in 2021



\$6.1 million: value of volunteer hours

Product quality and safety

Stars Ratings goal

Continue leadership of members in plans with 4+ star ratings



Our commitment to quality of care, patient-centered clinical outcomes and customer service is reflected in the consistent strength of our plans' Star Ratings.

Membership in plans with 4+ Star Rating: 4.8 million members (2022); 4.1 million members (2021); 3.7 million members (2020)

Value-based care impacts

Humana value-based care (VBC) members saw their primary care physicians more often than Original Medicare and non-value-based care members. That consistency of care resulting in fewer hospital admissions and emergency room visits for those VBC members.



7% ↓ Hospital admissions



12% ↓ Emergency room visits

Talent & diversity

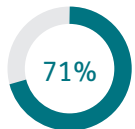
2021 Diverse Supplier Spend Goal

Increase supplier diversity

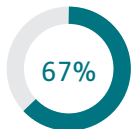
2021 Total Diverse Spend: \$345 million, an 8.99% increase over 2020

We're working to increase our diverse supplier base through an inclusive and equitable approach to procurement, and set yearly goals to increase total diverse supplier spend among our Prime Suppliers. **Our 2021 target increase was 9%.**

Women at Humana



Overall employees



Management level



Senior leadership

Self identifications



1,909 Veterans



763 people with disabilities



931 in LGBTQ+ community

2021 environmental impact metrics

Greenhouse gas emissions reduction

Absolute target: 10.5% decrease in greenhouse gas emissions from 2017 baseline across our portfolio of owned and leased properties under direct Humana control

Absolute target: 10.5%

Achieved: 20.2%



Waste diversion

Absolute target: 60% diversion rate of waste to landfills via reduction and recycling efforts at portfolio sites where Humana and vendors manage waste and recycling

Absolute target: 60%

Achieved: 63%

