

2022 Impact Report data overview

Humana®

Humana's 2022 Impact Report highlights our commitment to the health of each person, each community, the healthcare system and the environment. We have established five key metrics categories that showcase our progress on this commitment and align to our strategic business goals: access to healthcare, data protection and privacy, environmental impact, product quality and safety, and talent and diversity. Quantitative and qualitative metrics in each category track, monitor, measure and report our performance. Our full 2022 Impact Report can be found at [Humana.com/About/Impact](https://www.humana.com/About/Impact).

Supporting basic needs

We're continuously working to remove barriers to health, including addressing social needs by **screening our members and patients** and connecting them to resources and benefits. **In 2022:**



1.24 million members were screened for social health needs



Over 710,000 members used the Healthy Foods Card to buy groceries



More than 173,000 referrals were made within Humana Community Navigator, powered by findhelp

Humana is working to expand access to healthcare

26%

fewer avoidable hospitalizations

Humana integrated CenterWell™ services—home healthcare, pharmacy and primary care—throughout 2021 and 2022, which has allowed the company to lower care costs and increase the value of care. **Humana members who use CenterWell Senior Primary Care™ and CenterWell Pharmacy™ experience 26% fewer avoidable hospitalizations.**

Our Medicaid brand **Humana Healthy Horizons®** is **available in eight states**, which includes the upcoming plan launch in Indiana.



The Humana Foundation 2022 charitable giving



\$22.5 million+

donated by the Humana Foundation to communities in 2022:

- **\$7.5 million** invested to launch the Health Equity Innovation Fund
- **\$1.5 million** invested in disaster response
- **\$5.5 million** pledged in grants to increase access to regional mental health services
- **Almost \$3 million** dedicated to nutrition
- **\$2.2 million** matched in employee charitable giving to 4,414 causes
- **\$300 million** invested with partners since 1975
- **\$14 million** awarded in scholarships since 2001

Humana volunteerism



255,184

volunteer hours tracked in 2022



20,173

employees tracked volunteer time



\$7.6 million

in-kind value of volunteer hours

Product quality and safety

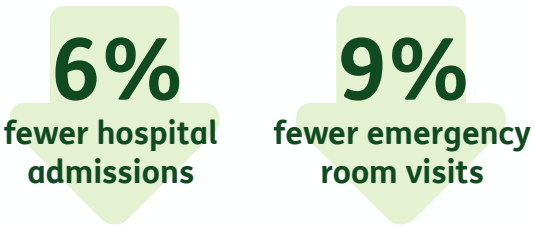
96% ★★★★★
of Humana Medicare
Advantage members are in
plans with 4 or more stars

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: 4.9 million members (2023); 4.8 million members (2022); 4.1 million members (2021); 3.7 million members (2020)

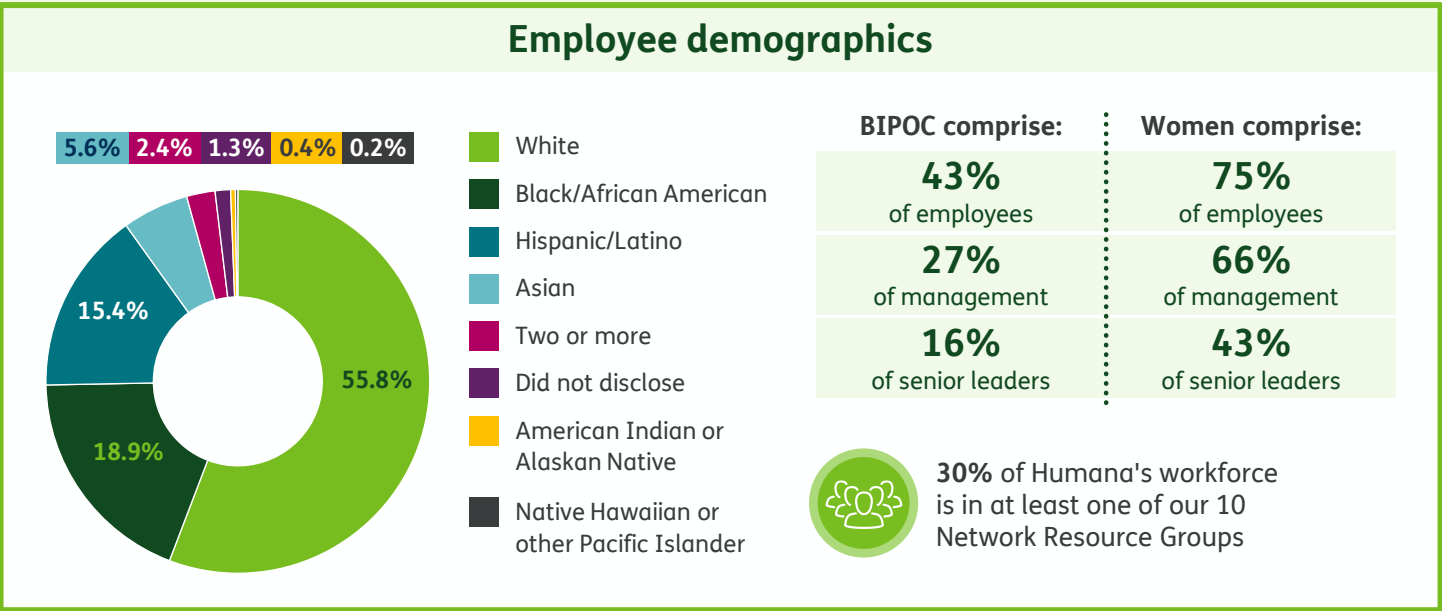
Value-based care impacts

Humana members who seek care from physicians in value-based agreements experience better health outcomes, spend less time in the hospital and experience lower healthcare costs than those affiliated with non-value-based physicians.

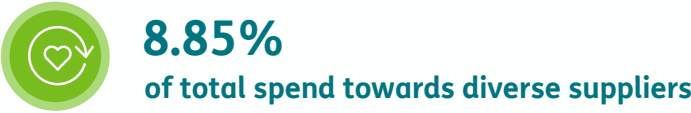


Diversity, equity and inclusion

Our capacity for member and patient care is directly tied to our employees' sense of belonging. That's why diversity, equity and inclusion are integral to how we deliver care for the communities we proudly serve.

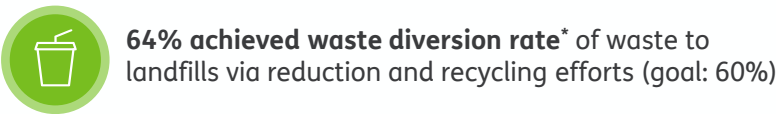
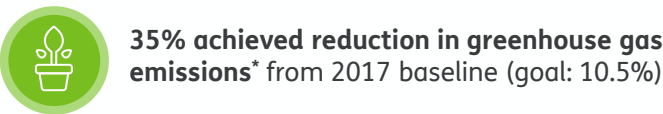


Our Supplier Diversity strategy includes initiatives like the Mentor-Protege program that promote the growth of minority-, women-, LGBTQ+- disability-, veteran- and disadvantaged-owned businesses, as well as HUBZone and small businesses.



2022 environmental impact metrics

Because we've surpassed previous environmental impact goals, we have proposed new, more robust, next-generation goals to the Science-Based Targets initiative.



**These results account for all acquisitions and divestitures from 2017-2022, except Kindred Healthcare.*