

# UNITEDHEALTH GROUP

2013 Social Responsibility Report





“Hundreds of thousands of hours of volunteer work are building deeper relationships and person-to-person connections that strengthen our communities.”

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# Welcome

This report is a testament to the enduring commitment of the people of UnitedHealth Group to advance the well-being of their fellow citizens and their communities.

The numbers tell only part of the story. It is the people behind those numbers who are truly inspiring, and it is an honor to work with so many individuals who understand and embrace our mission to help people live healthier lives, and who are making that mission an everyday reality in the communities where they live and work.

Generous employee giving supports the efforts of a broad array of local and national charitable organizations to extend caring services and assistance to the most vulnerable of our neighbors. Hundreds of thousands of hours of volunteer work are building deeper relationships and person-to-person connections that strengthen our communities. Innovation in

our approach to the work we do empowers individuals with better information and fuels partnerships to improve health and make the health system work better for everyone.

To our partners in community service and everyone at UnitedHealth Group, UnitedHealthcare and Optum — thank you.

Sincerely,



Stephen J. Hemsley  
President and Chief Executive Officer  
UnitedHealth Group

## Recognition

At UnitedHealth Group, we strive to deliver consistent performance, solid fundamental execution and an innovative approach to health care. We are privileged to have been recognized for our work.

- Listed in the **Dow Jones Sustainability World Index** and **Dow Jones North America Index** annually since 1999
- Earned a top rating of **100 percent on the 2013 Corporate Equality Index** from the Human Rights Campaign
- Recognized as **one of America's most community-minded companies** in the Civic 50, and ranked first in the health care industry
- Awarded a **gold medal for sustainability practices** in RobecoSAM and KPMG's Sustainability Yearbook 2013
- Ranked in the **top 10 on Corporate Responsibility's "Industry Sector Best Corporate Citizens"** list for Healthcare
- Recognized with a **2013 Hunger Hero award** in the Volunteer category by Second Harvest Heartland
- Named a **2013 Diversity Leader** by *Profiles in Diversity Journal*



# About Us

At UnitedHealth Group (NYSE: UNH), we are committed to helping more people access better health care at a lower cost. Guided by our values and mission, our workforce of more than 165,000 people serves more than 85 million individuals worldwide through two distinct, complementary businesses: UnitedHealthcare and Optum.



**UnitedHealthcare** helps people live healthier lives, providing health benefits to individual consumers and employers of all sizes, to Medicare and Medicaid beneficiaries, and to active duty and retired U.S. military personnel and their families.



**Optum** makes the health system work better for everyone, providing information and technology-enabled health services to help build a health system that is more connected, intelligent and aligned.

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This report illustrates the meaningful ways — beyond the services and products our businesses offer — our employees are making a difference in the lives of the people we serve and their families, and in the neighborhoods and communities around the globe where we live and work, through volunteering and community service, charitable giving and sustainability initiatives.

Founded by UnitedHealth Group in 1999, **United Health Foundation** is also highlighted throughout this report, along with the programs and initiatives the Foundation supports that are aimed at building healthier communities. Through collaboration with community partnerships, grants and outreach efforts, the Foundation works to improve our health system, build a diverse and dynamic health workforce and enhance the well-being of local communities. To date, United Health Foundation has committed \$240 million to programs and communities around the world.

Published by United Health Foundation and the American Public Health Association and Partnership for Prevention, America's Health Rankings®: A Call to Action for Individuals and Their Communities is in its 24<sup>th</sup> year. This state-by-state report on the nation's health — including analysis not only of state populations, but also subpopulations within states — is designed to identify health opportunities in communities, as well as multi-stakeholder, multi-disciplinary approaches to address those opportunities.

2013 Year in Review

## Overview

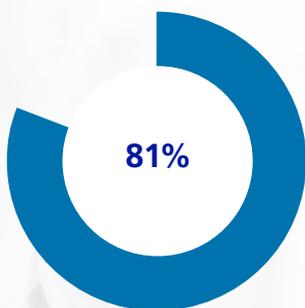
UnitedHealth Group's social and business missions are one, drawing on the extraordinary abilities of our people, our ideas and resources across the enterprise. Every day, our employees' passion to build healthier communities and help people live healthier lives is brought to life in powerful ways through personal acts both large and small. The following is a snapshot of the activities our employees engaged in, and the positive actions they took to make a difference in the lives of others during 2013.



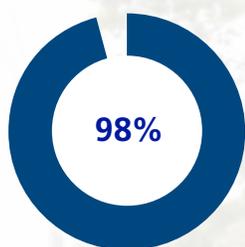
2013 Year in Review

# Volunteering and Community Service

## MAKING A DIFFERENCE



of UnitedHealth Group employees volunteered



of executives performed community volunteer work

2013  
volunteer hours  
totaled nearly **430K**

**1.7M** Volunteer hours  
logged since 2007

## VOLUNTEER PROGRAMS

### Do Good. Live Well.

UnitedHealthcare's "Do Good. Live Well." initiative aims to prevent hunger and obesity by building playgrounds, planting community and school gardens, conducting food drives, funding senior and after-school nutrition programs, and encouraging physical activity. In 2013, we:

- Completed **45 projects** in **27 cities** and **15 states**
- Engaged more than **1,800 volunteers**
- Recorded **6,500 employee volunteer hours**

### Project Sunshine

Project Sunshine coordinates and supports activities and volunteer events to benefit children and families living with medical challenges.

SINCE 2010, MORE THAN  
**13,200**  
employees have  
volunteered for  
Project Sunshine

- We have completed more than **63,000 Arts and Crafts Kits**
- We have created **18,300 Sunny Grams** that were delivered to pediatric patients across the country
- Through our partnership with Project Sunshine we have supported more than **23,000 children and their families**

## MICROVOLUNTEERING

Online microvolunteering leverages employees' unique skills (finance, marketing, graphic arts, etc.) in small bursts of time — during breaks, lunch or outside of work.



In 2013, more than **1,900** of our employees helped **246** nonprofit organizations in **25** countries.

# Volunteering and Community Service

## CHAMPIONING OUR MILITARY MEMBERS AND THEIR FAMILIES

### Ride 2 Recovery

UnitedHealth Group is a leading sponsor (\$1 million annually) of Ride 2 Recovery. We participate in cycling events across the nation to help injured veterans recovering from physical and mental wounds suffered in combat. In 2013, events included:

- California Challenge: **450** miles from San Francisco to Los Angeles
- Great Lakes Ride: **375** miles from Chicago to Detroit
- Memorial Ride: **325** miles from Arlington to Virginia Beach
- Texas Challenge: **385** miles from San Antonio to Fort Worth

### Supporting our Veterans at Work

UnitedHealth Group is supporting veterans at work through employee education, a new mentoring program and recruiting initiatives. During 2013, we:

- Introduced computer-based training to educate our managers on the benefits of hiring military personnel and veterans
- Launched a program to expand career opportunities to military and veteran employees by matching mentees and mentors with military backgrounds
- Created @UHGmilCareers, a dedicated Twitter handle to attract and recruit veterans and active duty military seeking employment
- Were designated a 2013 Military Friendly Employer by Victory Media®, publisher of *G.I. Jobs*
- Gave a \$100,000 grant through United Health Foundation to the National Military Family Association to provide financial support to military spouses working to complete clinical licensure requirements in the mental health profession
- Announced a two-year sponsorship by UnitedHealthcare Military & Veterans to underwrite the Iraq and Afghanistan Veterans of America community of veterans mental health support program

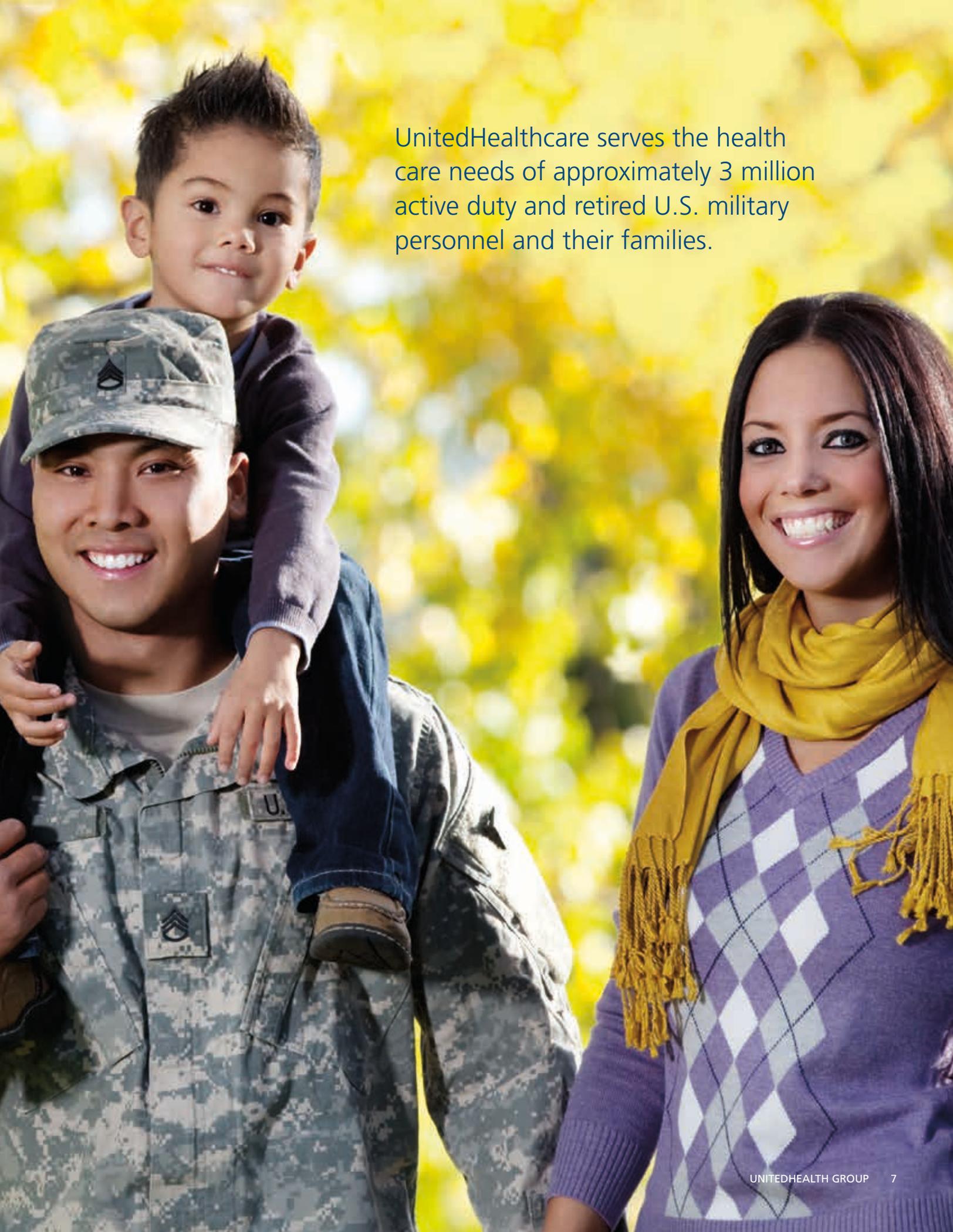


### Paralyzed Veterans of America

Paralyzed Veterans of America and UnitedHealth Group formed a new strategic partnership to help veterans transition to civilian life and navigate the complex landscape of finding jobs.

### Blue Star Families Fellowship Program

UnitedHealthcare Military & Veterans and Blue Star Families, the nation's largest military family organization, launched the Blue Star Families Fellowship Program to support and empower military families. Three appointed military spouses have been named ambassadors to serve as a vital link between military and civilian leadership communities.



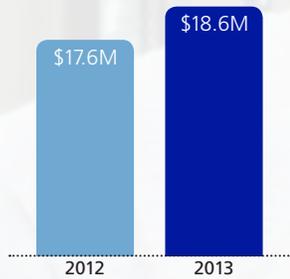
UnitedHealthcare serves the health care needs of approximately 3 million active duty and retired U.S. military personnel and their families.

2013 Year in Review

# Giving

## GIVING CAMPAIGN

During our annual Giving Campaign, employees from across the company come together to support their favorite causes.

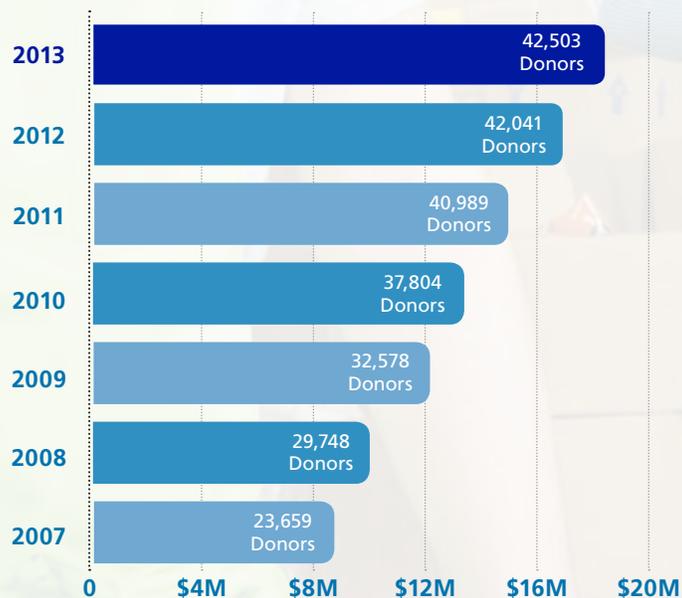


- Employee pledges combined with matching dollars from United Health Foundation totaled \$18.6 million
- Total dollars raised were up 5 percent, or \$1 million over 2012
- 43 percent of employees (more than 42,500 individuals) participated in the 2013 Giving Campaign
- 8,500 charities were supported in all 50 states and seven countries around the world
- More than \$110 million has been pledged in the past 10 years, 2004–2013

UnitedHealth Group and United Health Foundation gave nearly \$60 million in charitable contributions and community relations support in 2013.

## GIVING CAMPAIGN RESULTS

# \$18.6M

 IN 2013



**GIVING CAMPAIGN PARTNERS  
AND THEIR MORE THAN  
10,000 MEMBER CHARITIES  
ELIGIBLE FOR MATCHING  
CONTRIBUTIONS INCLUDE:**

AARP Foundation

American Heart Association

America's Charities

Community Health Charities

EarthShare

Global Impact

Make-A-Wish

UnitedHealthcare Children's Foundation

United Way



**1000+**

**Make-A-Wish**

Since 2007, UnitedHealth Group has funded more than 1,000 wishes for critically ill children.

## 2013 Year in Review

# Giving

### MAKING HOUSING AFFORDABLE

UnitedHealth Group continues to provide funding for affordable housing projects throughout the United States. In 2013, UnitedHealth Group investments in low-income housing tax credits funded nearly \$80 million to support 12 projects. Some of the projects include:

- \$11.5 million to Connections Housing in **California** for **73 units** to provide permanent housing for the homeless
- \$15.4 million to provide **180 affordable housing units** for low-income families, people with special needs and aging adults in Santa Fe, Deming and Las Cruces, **New Mexico**
- \$22 million for **three Georgia locations** that provide affordable housing for families and seniors
- \$9.6 million to provide affordable housing for low-income and formerly homeless individuals and families in **Ramsey, Minnesota**



### INVESTING IN TOMORROW'S HEALTH CARE SYSTEM TODAY

#### Grants

## \$1M

\$1 million to help create the Healthy Communities Innovation Center at the University of Minnesota School of Nursing, a collaboration to establish a state-of-the-art integrated simulation laboratory and high-tech classrooms for undergraduate, graduate and practicing health care professionals

## \$5.2M

UnitedHealthcare awarded \$5.2 million to nine health care organizations to support nonprofit clinics and hospitals to improve health care services for underserved communities statewide

## \$2.9M

\$2.9 million to Washburn Center for Children in Minneapolis dedicated to creating an innovative, nationally renowned children's mental health training program and increasing access to evidence-based mental health therapies for children

## \$500K

\$500,000 to United Network for Organ Sharing (UNOS) to integrate UNOS's kidney paired donation matching service into the national transplant system's technology infrastructure



## DISASTER RELIEF



### Typhoon Haiyan

When Typhoon Haiyan struck the Philippines last November, UnitedHealth Group responded:

- Employees from around the world contributed more than \$240,000 to the disaster relief efforts
- United Health Foundation matched the employee gifts and added an additional donation for a total of more than \$780,000
- UnitedHealth Group funds underwrote the medical volunteer component of Project HOPE's response to Typhoon Haiyan, including the recruitment and deployment of (to date) more than 70 volunteer doctors, nurses and other health professionals to provide care for survivors and instruct and mentor local health workers caring for their fellow citizens



### Local Communities

Optum offered a free emotional-support help line, assistance with access to care and early prescription refills to individuals facing emergencies in 2013:

- Colorado floods and wildfires
- Oklahoma tornadoes
- Midwest floods affecting Iowa and Illinois
- Boston Marathon explosions

2013 Year in Review

# Giving



## UNITEDHEALTHCARE CHILDREN'S FOUNDATION

The UnitedHealthcare Children's Foundation (UHCCF) is a public nonprofit 501(c)(3) charity that provides medical grants to help pay for medical treatments, services or equipment not covered, or not fully covered, by a family's commercial insurance plan. Families can receive up to \$5,000 annually per child (\$10,000 lifetime maximum per child), and do not need to have insurance through UnitedHealthcare to be eligible. Grants help pay for medical services and equipment such as physical, occupational and speech therapy, counseling services, surgeries, prescriptions, wheelchairs, orthotics, eyeglasses and hearing aids.

### Grants

Since 2007, UHCCF has awarded more than 6,500 grants valued at more than \$20 million to children and their families across the United States.

In 2013:

- Grants totaled more than \$5.6 million
- Children helped by UHCCF grants numbered 1,753

**For more information, visit [www.uhccf.org](http://www.uhccf.org).**

### Top medical conditions for which grants were awarded in 2013:

- ADD/ADHD
- Autism
- Cerebral palsy
- Cleft lip and palate
- Diabetes
- Down Syndrome
- Leukemia
- Speech disorder/delay

### Top medical treatments for which grants were awarded in 2013:

- Applied behavioral analysis therapy
- Chemotherapy
- Cranial orthotics
- Hearing aids
- Insulin and diabetes supplies
- Occupational therapy
- Prescription medication
- Speech therapy
- Surgery



2013 Year in Review

# Environment

We seek to minimize our environmental impact and to heighten our employees' awareness of the importance of caring for the environment.

## SHRED ALL PROGRAM RESULTS

- Trees Saved:** 139,553
- Water Saved:** 36.4 million gallons
- Oil Saved:** 3.1 million gallons
- Paper Recycled:** 14 million pounds
- Landfill Reduction:** 21,763 cubic yards

## LANDFILL

Reduced waste by recycling more than 924 tons of paper, plastic and metal (non-Shred All)

## ENERGY

While increasing our workforce, we decreased energy use per square foot across our administrative office portfolio by 5.94 percent from 2012

## CARBON EMISSIONS

Decreased total carbon emissions by 2 percent, or 3.7 million pounds

## GREEN BUILDINGS

On track to certify more than 1.7 million square feet of Leadership in Energy and Environmental Design (LEED) facilities



“

I want to be a symbol of hope and courage to young girls in my community.”

– Carolina Gonzales  
*scholarship recipient*

## Diverse Scholars Initiative

### Since 2007, United Health Foundation:

- Has committed \$9.3 million in support of diverse students pursuing health careers
- Awarded nearly \$2 million in 2013 to provide 175 scholarships to students from diverse backgrounds

# Building the Future Health Workforce



“When I was growing up, my parents worked as migrant farm laborers,” said Carolina Gonzales. “I never heard the words, ‘you’re going to go to college’ or ‘you’re going to be someone.’ My father always said ‘I can’t give you that opportunity. I don’t have the money.’”

One hot summer day, while working with her parents and seven siblings picking sugar beets in Idaho, 11-year-old Carolina collapsed. As she lay on the ground, weak and exhausted, she made a promise to herself: “I told myself I was going to get an education.” In 2014, Carolina will graduate from Idaho State University with a Bachelor of Science degree in Biology and Exercise Science.

To help students like Carolina make their dream of a medical career a reality, the United Health Foundation Diverse Scholars Initiative supports promising future health professionals who bring increased diversity to the health care workforce.

“Without the scholarship I wouldn’t have been able to continue my education,” Carolina said. She was working full time as a restaurant manager while also trying to attend college. “The Diverse Scholars program meant I was able to focus more on learning and on giving back to my community,” continued Carolina, who completed an internship in 2012 at a Virginia health clinic serving farm workers. She hopes

to someday become a physician. “My scholarship allowed me to build a solid foundation for a better, brighter me.”

According to the American Medical Association, the number of multicultural health professionals is disproportionately low when compared to the overall U.S. population. Given the changing demographics in the United States and the growing number of people entering the health care system as a result of the Affordable Care Act, there is an even greater need for a more diverse health care workforce.

Studies show that when members of diverse populations have access to health care from people who share a similar background, they are more likely to seek care. “Patients do best when they are treated by people who understand their language and culture,” said Kate Rubin, president, United Health Foundation.

In 2013, nearly \$2 million was awarded to provide 175 scholarships to students from diverse backgrounds. By the end of 2013, the Foundation had committed \$9.3 million in support of multicultural students pursuing careers in health care.

“I want to be a symbol of hope and courage to young girls in my community,” said Carolina. “I want to show them that regardless of their background, environment or financial situation, they can become anything they set their minds to become. I’m ready for my future, thanks in large part to the Diverse Scholars program.”

# Our Mission

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Our mission is to help people live healthier lives and to help make the health system work better for everyone.

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We seek to enhance the performance of the health system and improve the overall health and well-being of the people we serve and their communities.

We work with health care professionals and other key partners to expand access to quality health care so people get the care they need at an affordable price.

We support the physician/patient relationship and empower people with the information, guidance and tools they need to make personal health choices and decisions.

# Our Culture

The people of this company are aligned around basic values that inspire our behavior as individuals and as an institution:

**Integrity.** We are dedicated to the highest levels of personal and institutional integrity. We make honest commitments and work to consistently honor those commitments. We do not compromise ethics. We strive to deliver on our promises and we have the courage to acknowledge mistakes and do whatever is needed to address them.

**Compassion.** We try to walk in the shoes of the people we serve and the people we work with across the health care community. Our job is to listen with empathy and then respond appropriately and quickly with service and advocacy for each individual, each group or community and for society as a whole. We celebrate our role in serving people and society in an area so vitally human as their health.

**Relationships.** We build trust through cultivating relationships and working in productive collaboration with government, employers, physicians, nurses and other health care professionals, hospitals and the individual consumers of health care. Trust is earned and preserved through truthfulness, integrity, active engagement and collaboration with our colleagues and clients. We encourage the variety of thoughts and perspectives that reflect the diversity of our markets, customers and workforce.

**Innovation.** We pursue a course of continuous, positive and practical innovation, using our deep experience in health care to be thoughtful advocates of change and to use the insights we gain to invent a better future that will make the health care environment work and serve everyone more fairly, productively and consistently.

**Performance.** We are committed to deliver and demonstrate excellence in everything we do. We will be accountable and responsible for consistently delivering high-quality and superior results that make a difference in the lives of the people we touch. We continue to challenge ourselves to strive for even better outcomes in all key performance areas.

You can find more information about UnitedHealth Group and its businesses by visiting our website:

[www.unitedhealthgroup.com](http://www.unitedhealthgroup.com).

We welcome your questions and comments about UnitedHealth Group's progress. For more information about UnitedHealth Group's social responsibility initiatives, visit

[www.unitedhealthgroup.com/SR](http://www.unitedhealthgroup.com/SR) and [www.unitedhealthfoundation.org](http://www.unitedhealthfoundation.org).

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# UNITEDHEALTH GROUP

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