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Welcome

Our work addresses the most pressing health challenges people and organizations are facing today in the United States and worldwide. This same dedication to the health and well-being of others drives our social responsibility and philanthropic efforts as individuals and as a company.

Our Philosophy

We combine our knowledge, experience and compassion to help improve the health of the communities where we work and live. We are dedicated to supporting initiatives that improve health quality and outcomes today, and investing in a future health workforce that meets the needs of tomorrow.

Our People

Our people give generously of their time and money to charitable causes they care deeply about. More than 60 percent of them volunteer their personal time, skills and energy to serve others — even as their “day jobs” focus on making health care more effective, personal and affordable for everyone we serve. As an enterprise, we strive to encourage, support and magnify the impact our people have building healthier communities.

Our Partners

Our mission is to help people live healthier lives and to help make the health system work better for everyone. We are able to achieve meaningful progress through philanthropic partners and investments with organizations who share our commitment to innovation in health care delivery, a health workforce that meets future needs, better health in local communities, and improved access and outcomes for all.



Our People

When more than 200,000 people are dedicated to making a positive difference in health, anything is possible. The people who make up this enterprise pursue our mission in their work each day. They also express their passion for building healthier communities through contributions of money and time to nonprofit organizations. UnitedHealth Group's program, named **giving!**, supports employees whenever, wherever and however they choose to give back to their local communities.

Our People: Giving

A Culture of Giving and Volunteering

Through UnitedHealth Group’s year-round **giving!** program, we support employees and their desire to give back to the communities where they live and work, across the nation and around the world. Through charitable contributions and volunteering, our people are deeply and personally involved in improving the health and welfare of their neighbors.

Charitable Contributions

Our people generously contribute to causes and organizations close to their hearts all year long. United Health Foundation matches employee contributions, dollar for dollar, to a broad array of nonprofit organizations, doubling their impact. During 2015, donations through the employee **giving!** program ranged from support for leading disease management and cure research organizations, to local community health outreach, to disaster relief worldwide, including Nepal and Chennai, India.

Nearly \$24 million was contributed to benefit more than 12,300 organizations globally in 2015. Over the past 12 years, contributions totaled more than \$154 million.

Volunteering

UnitedHealth Group also makes it easy for employees to volunteer by fostering a culture of service, providing financial resources and an online platform that match employees’ personal skills with community needs. In 2015, more than 60 percent of our employees volunteered.

Our people volunteer in a variety of ways. Many UnitedHealth Group employees team up with their co-workers to volunteer. Others volunteer their professional skills — from communications to finance, pro bono legal work to IT and marketing. Some employees use their knowledge and experience to help community organizations succeed by serving on the boards of nonprofit agencies or institutions.



Learn more:

www.unitedhealthgroup.com/socialresponsibility

\$24M

2015 employee & matching contributions

12,300

Charities supported worldwide through **giving!**

\$154M

Employee **giving!** program contributions over the past 12 years

63%

of 2015 employees volunteered

1.1M

Employee volunteer hours in 2015

Our People: Giving

Compassion in Action

Our **giving!** program supports employees and the causes closest to their hearts. Whether it's donating money in support of medical research to cure disease or helping homeless individuals fight drug addiction, the people of our enterprise continue to find new and creative ways to help build healthier communities.



Diane McNutt

"My mom passed away five years ago after a year-long battle with pulmonary fibrosis," says Diane McNutt, UnitedHealthcare Medicare & Retirement. "After losing my mom, I met many families facing the same difficult decisions and heartbreak my family faced. I wanted to help any way I could."

Pulmonary fibrosis is a fatal disease that damages and scars lung tissue and makes it difficult to breathe. "That's why, in memory of my mother, I pledge support to the Pulmonary Fibrosis Foundation and the American Lung Association through our **giving!** program," Diane continues. "These organizations are

doing great work raising awareness, providing disease education and funding research." United Health Foundation doubles Diane's impact by matching her contributions, as it does to a broad array of organizations that employees support.

Diane says, "People affected by pulmonary fibrosis need support and researchers need funding to find a cure. Through our program's match that doubled my gift, I have a greater opportunity to help reach those goals."

Jennifer Milner

"Volunteering is a great way to support programs that are important to my community and that I value," says Jennifer Milner, Optum. Jennifer has given her time and energy to a number of different causes, including the Salt Lake City Bicycle Collective, where she teamed up with her niece and nephew to fix used bikes for local kids at an afterschool program.

When she's not involving her niece and nephew, Jennifer takes her pet dog along to help with her volunteer efforts. For the past two years, Jennifer has supported Volunteers of America

Utah's Adult Detoxification Center, volunteering at the center with Stevie, her blind pit bull, who serves as a therapy dog. The center provides a safe, supportive place to promote recovery for homeless and low-income people with substance use issues.

"The guys at the center really relate to Stevie, and how he's overcome his disability to become a happy, confident pup," Jennifer says.



Our People: Giving

Volunteering Time, Energy and Skills

From teaching, to mentoring, to improving neighborhoods and helping alleviate hunger, our people partner with thousands of organizations to help make life better for others. Here are a few examples:



Project Sunshine

Our people team up with Project Sunshine to sponsor art activities, offer tutoring and mentoring services and teach kids how to live healthier in an effort to give families and children facing health challenges the confidence and coping skills to confront medical procedures that lie ahead.

5,600

Employee volunteers

25,000

Children and families supported



Do Good. Live Well.

UnitedHealthcare's "Do Good. Live Well." initiative aims to improve neighborhoods, alleviate hunger and reduce obesity through partnerships, financial support and the helping hands of employee volunteers.

40,000

Employee volunteer hours donated

187

Volunteer projects funded



Heart Walk

Employees walk to raise funds in support of key heart health initiatives, including implementing better data reporting on race and ethnicity to identify health disparities and better serve people most in need of intervention.

3,100

Employee Heart Walk participants

\$650,000

Funds raised for heart health

Our People: Giving

Living Our Mission Worldwide

From Australia to India, the Philippines to the United Kingdom, Ireland to Brazil, the people of UnitedHealth Group are helping individuals in their local communities live healthier lives and reaching out to those in need to offer a helping hand.



Amilguinho

Amil, part of UnitedHealth Group's international business, is an important provider of health care benefits and services and care delivery resources in Brazil. "Amilguinho," loosely translated from Portuguese, means "little friend" and refers to the children who are helped by Amil's program providing free vision and dental services for medically underserved communities around the Rio de Janeiro metropolitan area.

"Vision directly influences learning, motivation, concentration and the ability to socialize," says Tatiana Figueiredo, a psychologist and Amilguinho coordinator. "Many families are unable to afford visits to eye doctors and dentists for their children, or don't have money for eyeglasses. By facilitating access to these services, we can change their lives."

Twice a week, a team composed of an ophthalmologist, dentist, psychologist and several employee volunteers, using a mobile clinic as their base, visits schools and neighborhoods to engage children, perform examinations and educate kids on staying healthy. The mobile clinic is fully equipped to conduct eye tests and provide free eyeglasses to children who need them.

Taiane Matos, a volunteer ophthalmologist, says for many children it is their first time visiting an eye doctor. "Some children say they have trouble seeing and had spoken to their parents about it, but never had the chance to visit a professional," said Matos. "Amilguinho changes that. The eye specialist comes to the child, and this makes all the difference."

Amilguinho's success rests with the dedication of employee volunteers and help from two important partnerships. The program is available in schools thanks to strong collaboration between Amil and the Brazilian Department of Education, and members of the Brazilian Society of Ophthalmology volunteering their time and expertise to perform examinations.

Responding to Natural Disasters

When an earthquake claimed 5,000 lives and displaced more than 100,000 people in Nepal and large scale flooding destroyed lives and homes in Chennai, India, UnitedHealth Group employees responded by raising hundreds of thousands of dollars for the relief efforts.

Nepal: UnitedHealth Group employees around the world contributed nearly \$70,000 to disaster relief efforts, and United Health Foundation matched employee gifts to raise nearly \$140,000.

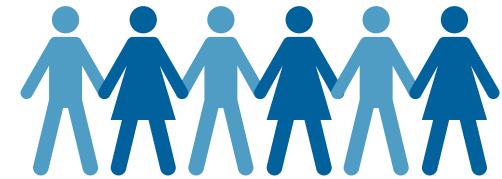
Chennai: With matching funds from United Health Foundation, employees raised more than \$200,000 to help the people suffering as a result of the floods.

Our Impact: Giving & Volunteering

Employee *giving!* program contributions over the past 12 years



In 2015, more than **60%**



of employees volunteered through company sponsored activities

In 2015



Million
Volunteer Hours

were donated
valued at \$25 million

94% 

of UnitedHealth Group executives volunteered in **2015**



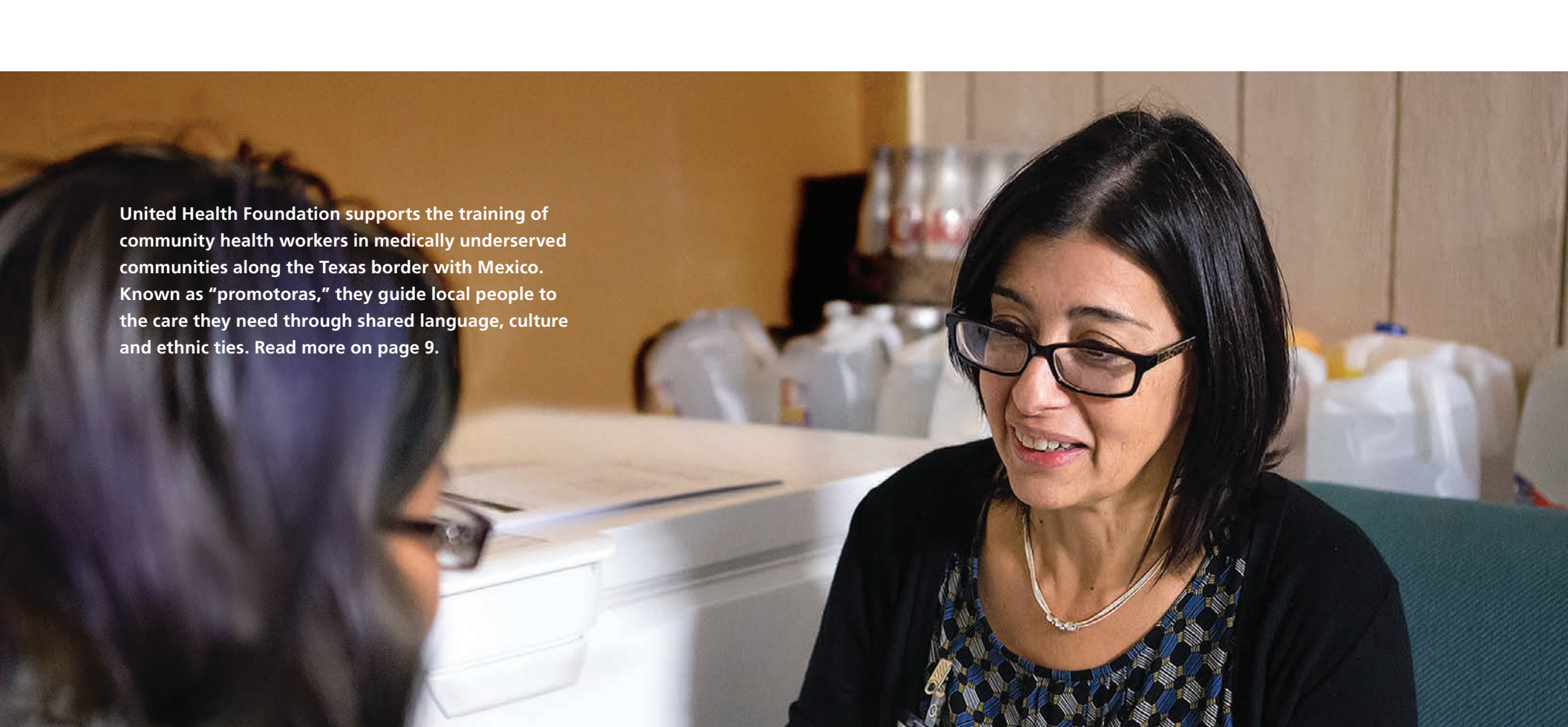
\$1.2 million

awarded to nonprofits in honor of employee volunteers

1 to 1

United Health Foundation

matches employee contributions 1:1 through the *giving!* program

A photograph of a woman with dark hair and glasses, wearing a black cardigan over a patterned top, smiling and looking towards another person whose back is to the camera. They are in a room with a white table and some supplies in the background.

United Health Foundation supports the training of community health workers in medically underserved communities along the Texas border with Mexico. Known as “promotoras,” they guide local people to the care they need through shared language, culture and ethnic ties. Read more on page 9.

Our Partners

We believe collaboration is fundamental to building healthier communities. We partner with organizations committed to making health care better through innovation, local insight and perseverance in the face of tremendous challenges. In 2015, we provided \$58 million in philanthropic support to local and national organizations that are making a measurable difference in people’s lives and the quality of their health care. From helping children get the dental care they need to supporting military families through times of transition to creating a health care workforce ready for the future, together with our partners, we’re discovering new insights into the health of our communities and helping to create the path to a healthier future.

Philanthropic Partnerships & Collaboration

The power of partnerships and collaboration is key to improving the health of our communities. Each year, we provide contributions and support to more than 1,000 organizations through our partnerships locally, nationally and internationally to improve the health and lives of those we serve. Our philanthropic partnerships can be divided into three important areas: Future Health Workforce, Better Health in Local Communities and Better Health for All.



Future Health Workforce

We partner with organizations to meet the evolving needs of tomorrow's health care system through training the next generation of health care providers and supporting individuals pursuing health care careers that will help reduce gaps in health care.



Better Health in Local Communities

We partner with local governments, communities and organizations to best address barriers to health and well-being in specific locations or targeted demographics, in fields including health care, public health and social services.



Better Health for All

We partner with organizations that have a shared mission to improve the health and quality of life for all people. Initiatives include preventive health, disease prevention and management, healthy aging and physical fitness.

Learn more:

www.unitedhealthgroup.com/socialresponsibility

Building the Future Health Workforce in the Rio Grande Valley



"Colonia" in Spanish means a community or neighborhood. The state of Texas estimates 500,000 people, primarily Hispanic U.S. citizens, live in more than 2,200 colonias, most along the border with Mexico, many lacking basic living necessities.

Jesse Delgado, who grew up in the Indian Hills colonia, says, "Many of the residents are living in poverty. It's hard for people to get to the doctor and hard for them to trust care providers due to language and cultural barriers."

A \$2.88 million grant from United Health Foundation is helping the University of Texas Rio Grande Valley School of Medicine create an integrated program to improve health care in the colonias, including training community health workers who help residents navigate the health system.

Jesse is among the very first graduates, helping people manage chronic illnesses, immunizations, dental care, vision and hearing screenings, and physical exams. He says of his commitment, "I want to give back as much as I can to my community."

Diverse Scholars Initiative Strengthens the Health Workforce

The Diverse Scholars Initiative is increasing the number of multicultural health care professionals across the industry and helping impact disparities in health care based on ethnicity and cultural differences.



Beverly Apodaca

Beverly Apodaca grew up in rural New Mexico, playing veterinarian to animals on the family ranch. In high school, her favorite activity was a program that paired able-bodied students with students who have physical and mental disabilities. When she reached the University of New Mexico (UNM), Beverly participated in an American Lung Association program, teaching schoolchildren to manage their asthma, a condition she shares.

Today, Beverly is pursuing her master's degree in occupational therapy at UNM. Her goal is to work with geriatric patients. Beverly says, "I enjoy listening to older adults and I want to help them enjoy the quality of life they deserve."



Ray Hill

Music opened the door to Ray Hill's interest in health and wellness. Born and raised in Decatur, Georgia, Ray was brought up in a family with a passion for music, including his father who plays saxophone.

At Georgia Perimeter College, Ray researched whether listening to jazz while studying improved students' performance on exams. (It did.) Ray's musical talent earned him a band scholarship to Morehouse College where his interests in music and health led him to a new goal. Ray will pursue a Ph.D. in psychology. "I'd like to help raise mental health awareness, so people understand how it affects overall well-being," he says.

Ray credits the Diverse Scholars program with giving him "the confidence to explore opportunities in health care I otherwise might not be able to pursue. It's been a phenomenal experience."

Scholarship Partners

United Health Foundation partners with leading nonprofit and civic organizations to select and award scholarships to deserving students pursuing careers in health, including:

- National Medical Fellowships, Inc.
- Congressional Black Caucus Foundation, Inc.
- Jackie Robinson Foundation
- UNCF
- American Indian College Fund
- Asian & Pacific Islander American Scholarship Fund
- Congressional Hispanic Caucus Institute
- National Association of Hispanic Nurses
- National Hispanic Health Foundation
- National Military Family Association

Since 2007,
United Health Foundation
has provided:

\$13M

to fund

1,850

scholarships



Better Health in Local Communities

New Clinic Expands Dental Care for Florida Residents

Tooth decay is one of the most common and easily preventable diseases in children, but for many families living in Alachua County, Florida, easy access to quality dental care has been elusive — until now.

In 2015, the opening of the new Southwest Dental Clinic, funded through a \$1.85 million grant from United Health Foundation, made it possible for county residents to receive much-needed dental services. No longer will individuals have to rely on the local emergency room for unmet dental needs.

Since opening in June, the clinic has served more than 1,500 patients, including more than 175 children. Dr. Bogdan Ivanov, a dentist at the clinic, says preventing cavities in children not only improves oral health, but quality of life, as well.

“Some children miss school, are unable to do their homework or can’t go outside to play due

to debilitating tooth pain,” says Dr. Ivanov. “Engaging and treating children early helps put them on the right track for a lifetime of good dental care.”

The Southwest Dental Clinic offers residents oral exams, cleanings, fillings and extractions. “We are overwhelmed by the need for adult fillings — a service that is usually not covered by Medicaid for adults, and that few low-income patients can afford,” says Dr. Ivanov.

According to a 2013 study published by *Health Affairs*, about 45 million Americans were living in communities facing shortages of dental care providers. “The most rewarding aspect of working at the clinic is that almost every procedure I perform is urgently needed,” says Dr. Ivanov. “Patients are deeply appreciative — displaying their gratitude in different ways, ranging from very positive comments to high-fives and hugs.”



The UnitedHealthcare Children’s Foundation (UHCCF) awarded its 10,000th medical grant in 2015. Grants help children gain access to health services not covered by their parents’ health plan.

The 10,000th grant was presented to a Jacksonville, Florida, family who used it to purchase updated hearing aids for their 5-year-old twins.

“We’re already seeing the boys respond to sounds they weren’t hearing previously as they enjoy the activities they love so much — soccer, the beach, playing with their older brother,” said the twins’ parents.

Since 2007, UHCCF has awarded more than \$29 million to families across the United States.



Learn more: www.uhccf.org

Supporting America's Military Kids

“Whether it’s a missed graduation or birthday, military deployments take their toll on families, especially children,” says Terrill McFarland, national vice president, Military and Outreach Services, Boys & Girls Clubs of America.

McFarland admires the resiliency of military families. “They understand the sacrifices they need to make and are committed to their mission,” says McFarland, “but that doesn’t make it any easier when a child is suffering because a parent is on the other side of the globe.”

Military youth face a number of unique challenges. They move six-to-nine times more than non-military connected youth, and often a parent can be away from home for months at a time while serving overseas. These are realities military children confront at a young age.

Helping Kids Cope With Change

With a \$1.75 million United Health Foundation grant, the Boys & Girls Clubs of America is developing an online platform to engage military kids, using mobile apps and an interactive game to help families thrive and succeed during and after deployments. “We wanted to create a tool that is not only engaging and will teach kids valuable skills needed to cope with these challenges, but

one that’s also accessible from anywhere in the world,” says McFarland, noting that more than 70 percent of military-connected youth live outside military installations, with no access to critical support resources.

The game focuses on “coping with change” by using teen-friendly reality scenarios based on the life of a military child. It highlights the ability to bounce back, the tenacity to accomplish goals, the willingness to share feelings and the need to connect with others. It will also encourage interaction with parents and other supportive adults.

“Our goal, and the aim of the game, is to help kids build their resilience ‘muscle,’” McFarland says. “We want them to stay on the path to becoming healthy and productive next-generation leaders. Thanks to a generous contribution from our partner, United Health Foundation, we’ll be able to reach even more families.”

The pilot launched in the fall of 2015 at five Boys & Girls Clubs and youth centers across the country and will expand to 10 clubs in 2016 before being released to Boys & Girls Clubs and Boys & Girls Clubs of America affiliated youth centers around the world.



United Health Foundation awarded the Boys & Girls Clubs of America a \$1.75 million grant at Peterson Air Force base in Colorado Springs last year. The grant is being used to create an interactive online platform and mobile application for military kids. Left to right: Kevin McCartney, BGCA senior vice president for Government Relations, Col. Eric Dorminey, vice commander of 21st Space Wing, and Dr. John Williams, Sr., M.D., senior medical director, UnitedHealthcare Military & Veterans.

Our Impact: Philanthropic Partnerships & Collaboration

Celebrating

26 years 

of America's
Health Rankings

\$530
million

contributed over
the past 10 years

UnitedHealthcare 
Children's Foundation®

awarded its

10,000th
medical grant in 2015

Since 2007, UHCCF
has awarded grants totaling

\$29 million

\$58 million



contributed to **1,000**
organizations in 2015

1,850

scholarships
totaling

\$13 million 

through Diverse Scholars
Initiative since 2007

\$7.8
million 

in grant support for organizations
benefiting military service members
and veterans and their families



Better Health for All

America's Health Rankings: Insights for Advancing Public Health

America's Health Rankings Annual Report is our nation's annual checkup. For 26 years, it has provided an in-depth, trusted view into the state of America's health.

Stakeholders, elected officials and public health leaders across the nation use *America's Health Rankings Annual Report*, published by United Health Foundation in partnership with the American Public Health Association, to identify state health priorities and help transform local health systems. Each year, the findings of this report promote conversations that spur action as state and local officials, health care professionals and educators use the findings to help answer one important question: "How can we improve the health of our state?"

This year's *America's Health Rankings Annual Report* finds that Americans are smoking less and living less sedentary lifestyles. At the same time, obesity and diabetes are at all-time highs, while rates of drug deaths and the number of children living in poverty are on the rise.

A Healthier Future for Seniors

Today one in seven Americans are age 65 or older and the number of seniors in the United States



is projected to double by 2050. The *America's Health Rankings Senior Report* digs deeper — analyzing data to support efforts to improve the personal health of individuals

as they age and the health of each states' senior population. The 2015 report revealed significant improvements over the prior year, including an 8 percent reduction in preventable hospitalizations, more seniors living longer in the settings they prefer and an increase in health workers delivering personalized care in seniors' homes.

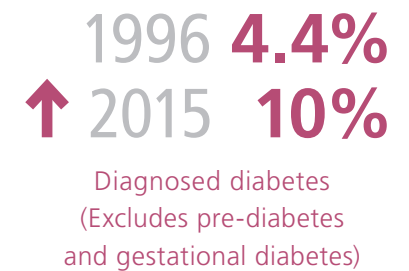
New Reports Spotlight Important Health Markers

In 2016, United Health Foundation expanded America's Health Rankings to feature a new suite of spotlight and population reports and year-round information on key health behaviors, conditions and populations to amplify stakeholders' efforts as they work to effect change across states and communities. Taken together, this new suite of reports will help arm public health officials, the medical community and researchers with critical insights to advance public health.

Learn more:

www.americashealthrankings.org

2015 Findings



Our Impact: The Environment



reduction in energy use per square foot



LEED-certified facilities total

1.7 million square feet

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More than

300 energy and water

conservation projects implemented since 2010

Domestic recycling program rollout to initial targeted sites complete



7,200 tons of paper recycled and nearly

125,000 trees saved in 2015



ENERGY STAR Certified
127 work sites

Our Company

Every day, the people of **UnitedHealth Group** (www.unitedhealthgroup.com) are finding new ways to make health care better. Our mission propels us into action — to give back, to serve with compassion, and to relentlessly innovate to help solve health care's toughest challenges.

Our company reflects the broad diversity of the communities we serve in the United States and worldwide — in our people and our perspectives — to better foster collaboration, understanding and trusting relationships with the people and customers we serve.

We approach the health care marketplace through our two businesses: UnitedHealthcare for health benefits and Optum for the growing demand for

health services. Both UnitedHealthcare and Optum share and leverage three foundational competencies:

- **Clinical Insight** – Deep practical know-how in clinical care management, coordination and delivery, integrated with skills in consumer engagement and connectivity.
- **Technology** – To enable a variety of interactions at enormous scale and complexity, helping connect all participants in health care.
- **Information** – The capacity to translate massive stores of data into intelligent insights and action at the point where critical decisions on health care are made.

UnitedHealthcare (www.uhc.com) serves the health benefits needs of individual consumers and employers of all sizes; individuals age 50 and older through Medicare and other benefits products that fit their unique needs; the public health marketplace, offering states innovative Medicaid solutions; and U.S. military service members, retirees and their families. And UnitedHealthcare is expanding in international health care markets.

Optum (www.optum.com) focuses on population health management, care delivery and improving the clinical and operating elements of the health system. Optum is one of the largest health information, technology, services and consulting companies in the world, as well as a leading provider of pharmacy care services.

Our Culture

The people of UnitedHealth Group are aligned around basic values that inspire our behavior as individuals and as an organization:

Integrity. Honor commitments.
Never compromise ethics.

Compassion. Walk in the shoes of people we serve and those with whom we work.

Relationships. Build trust through collaboration.

Innovation. Invent the future and learn from the past.

Performance. Demonstrate excellence in everything we do.

Our Mission

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

- 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.



Awards and Recognition

- Named top ranking company in the insurance and managed care sector on *Fortune's* 2016 **"World's Most Admired Companies"** list.
- Named to the **Dow Jones Sustainability World Index** and **Dow Jones North America Index** annually since 1999.
- Ranked 11th out of the largest U.S. companies and 17th out of the largest global companies in ***Newsweek's* 2015 Green Rankings**.
- Brazil-based Amil received a **Best Marketing Sustainability** award in 2015 for **"Say No to Childhood Obesity,"** its initiative to encourage physical activity and reeducate adults and children on dietary practices.
- Second Harvest Heartland, one of the nation's largest food banks, recognized Optum with a 2015 Hunger Hero Volunteer Award. The **Hunger Hero Awards** honor organizational partners who make a compassionate and transformational impact on those who are hungry in the heartland.
- In 2015, for the fifth consecutive year the National Business Group on Health honored UnitedHealth Group with a **"Best Employers for Healthy Lifestyles"** Platinum award.
- Named a 2016 **Top 100 Military Friendly Employer** and a 2016 **Top 50 Military Spouse Friendly Employer** by Victory Media, the publisher of *G.I. Jobs* and *Military Spouse* magazines.
- The American Bar Association recognized UnitedHealth Group with its 2015 **Pro Bono Award** for demonstrating an exceptional commitment to providing pro bono legal services.
- UnitedHealth Group was honored with the **Above and Beyond Award** from the Employer Support of the Guard and Reserve (2015). The award distinguishes employers who have gone above and beyond the requirements for granting leave and providing support for military duty for their employees.
- Recognized as a leader among S&P 500 companies by the environmental nonprofit CDP, earning a position on its **Climate Disclosure Leadership Index**.



For more information about UnitedHealth Group's social responsibility initiatives, visit www.unitedhealthgroup.com/socialresponsibility and www.unitedhealthfoundation.org or follow [@UHGGives](https://twitter.com/UHGGives) on Twitter



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