

2021 Bold Goal Progress Report

2020 Results

Whole-person health focus creates positive results

When the COVID-19 crisis created more immediate needs than ever within our communities, we and our partners wasted no time in getting together to problem solve and get needed clinical and social support to members. The latest Bold Goal survey shows these efforts were a worthwhile investment in our members' health.



Report Highlights

2020 survey results show:



Humana Medicare Advantage members maintained overall health-related quality of life in 2020, while experiencing more physically Healthy Days.



Humana conducted nearly 6.2 million screenings for health-related social needs in 2020.



Vulnerable populations – members with depression, on low-income subsidy (LIS), are disabled, or are dual-eligible for Medicare and Medicaid – experienced more Healthy Days.



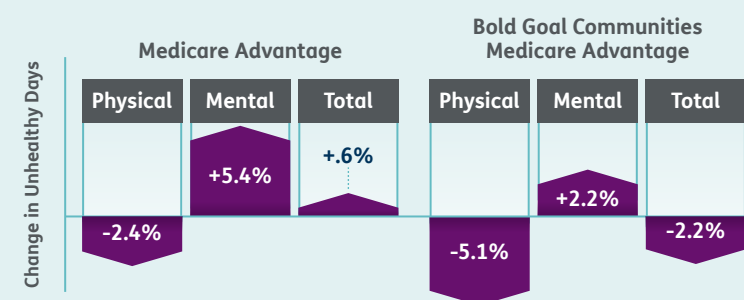
Humana's Basic Needs Program made a direct impact on food insecurity by bridging the gap in access to food due to the pandemic.

Medicare Advantage members maintained their overall health in 2020

Humana measures the health-related quality of life of members through the Centers for Disease Control and Prevention's Healthy Days survey, in which members self-report both their physical and mental health-related quality of life over the previous 30 days. Each year's survey results are compared to baseline year membership population characteristics to track progress. Results show MA members maintained overall health despite the pandemic, with a reduction in physically unhealthy days.

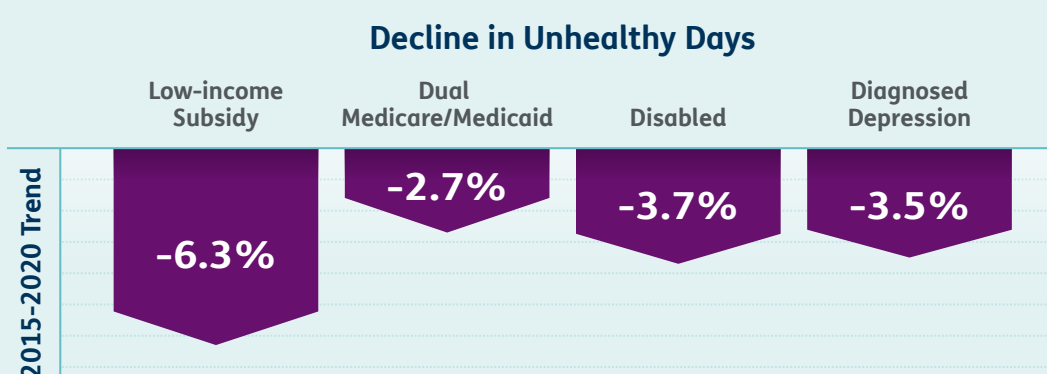
Healthy Days Survey from Baseline Year 2015 - 2020

Both Humana overall Medicare Advantage membership and those in Bold Goal communities saw decreases in physically unhealthy days from baseline year 2015, with MA members in BG communities experiencing fewer unhealthy days overall. Mentally unhealthy days increases are likely driven by pandemic-related year-over-year effects.



Improved Healthy Days for Vulnerable Individuals

Notably, some of those most impacted by the pandemic experienced an overall decline in unhealthy days partly due to efforts connecting them to needed resources.



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Continued

High-Priority Social Needs

Screenings focus on health-related social needs — barriers to health and quality of life, including food insecurity, loneliness, housing insecurity, financial strain, and transportation barriers.



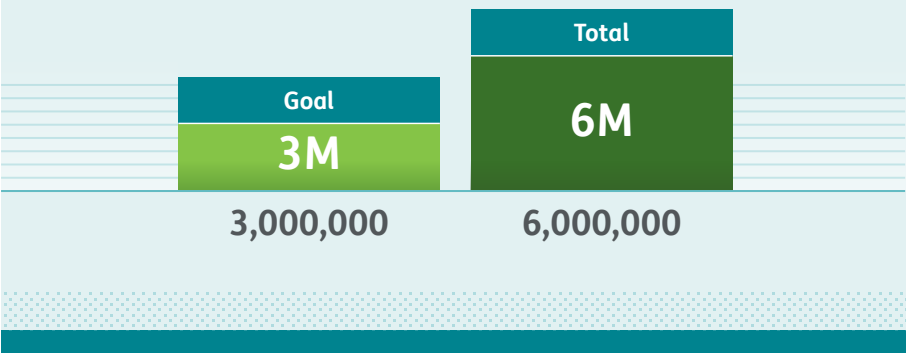
Expanded screening for social needs

In the last two years, we’ve greatly expanded screening of our members for a comprehensive set of social needs that impact health and quality of life.

In 2020, we set an enterprise wide goal to conduct 3 million screenings.

2020 Screenings

Our advances in screening work continued in 2020. In the end, we more than doubled our goal for social need screenings. Overall, we tracked 6,157,340 screening events.



1.1 Million Meals

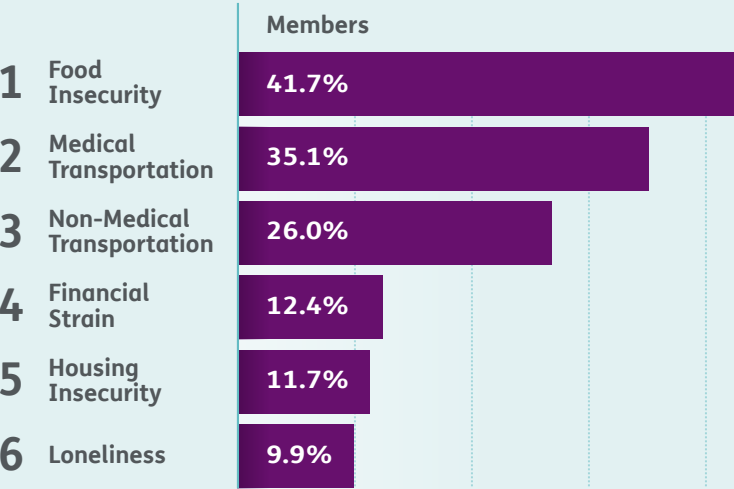
Humana’s Basic Needs Program made a direct impact on food insecurity, providing more than 1.1 million meals to at-risk members.

Identified and met social needs

Humana is capturing and measuring data in a new way that allows us to close the loop on social need referrals and continue to follow up as needed – to see that the resource offered helped the member. For example, from December 11, 2020 to March 15, 2021, we measured the gap closure rate of the six social need domains below for a subset of Medicare Advantage members. While some pandemic-driven needs such as access to food and transportation were more immediately resolved, many needs are preexisting and will require more time and resources to address.

Percentage of Met Needs

Truly solving for social needs requires long-term, repeated outreach to connect members to community resources, access to member plan benefits, and care plans for managing complex needs. Through this continued work, we are learning the type and number of interventions needed.



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Bold Goal continues to guide Humana’s strategy to address social needs –

and to improve the health of the people and communities we serve by making it easier for everyone to achieve their best health.

