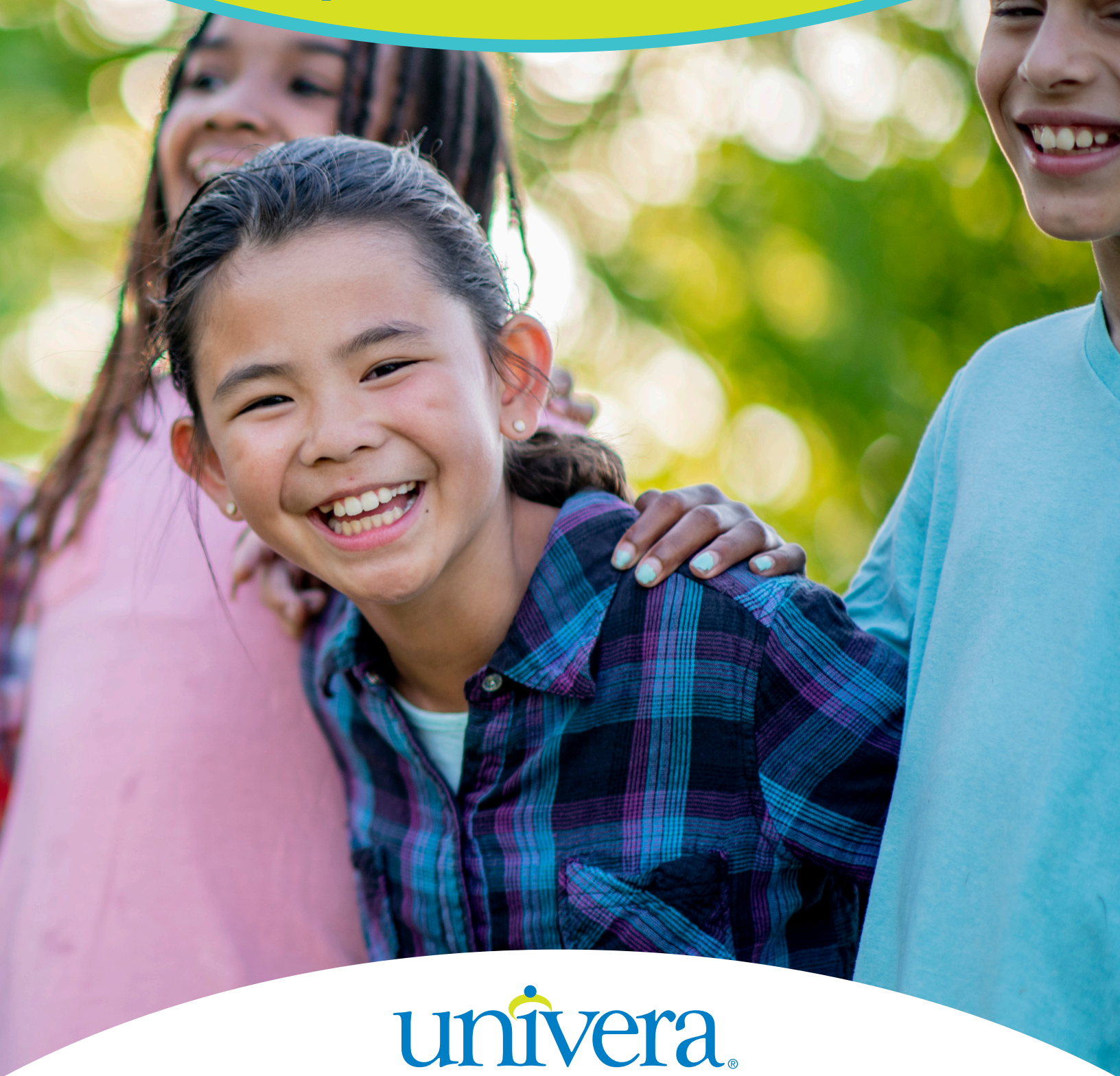


Protecting the Health of Our Communities



univera[®]
H E A L T H C A R E

2022 Health Plan Overview



At Univera Healthcare, our mission as a nonprofit health insurer is to help people in the communities we serve across upstate New York live healthier and more secure lives through access to high-quality, affordable health care. For our leadership team and more than 500+ employees, it's not just our calling, it's personal, because we live here too.

I invite you to read the enclosed report, our 2022 Health Plan Overview. It's a summary of the work we did last year to improve the health of those we serve, here in the place we call home.

Thank you!

Art Wingerter
President

univera[®]
H E A L T H C A R E

Our Company

Univera Healthcare is a nonprofit health plan serving the eight counties of Western New York since 1976.



OUR MISSION

To help people in our communities live healthier and more secure lives through access to high-quality, affordable health care.



OUR VISION

To be recognized and valued as THE community and business resource for health care security through financial strength, effective cost control, ease of use, and commitment to health improvement.

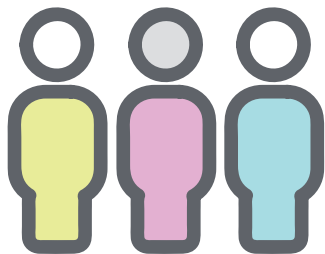
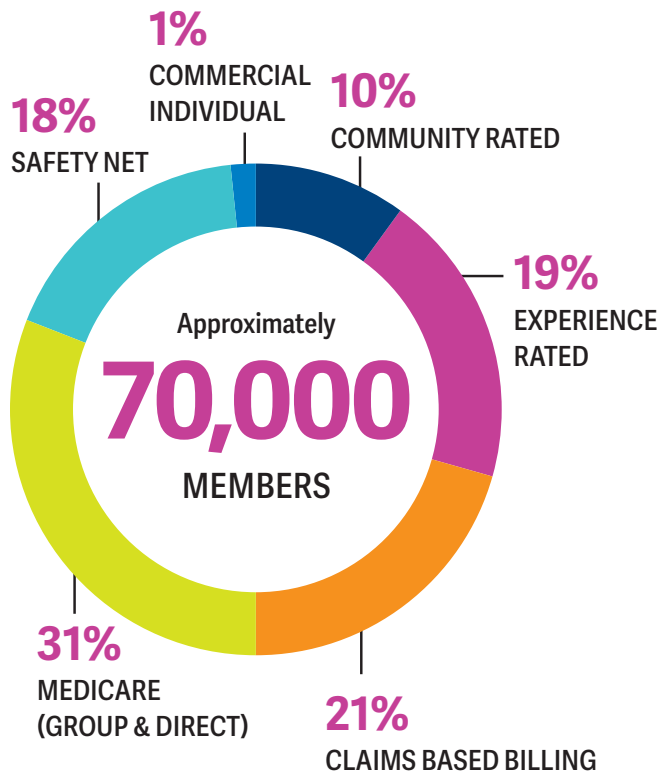
Our Service Area

Univera Healthcare

Based in Buffalo,
with an additional
office in Jamestown



Our Membership



Financial Overview

Univera Healthcare is part of a Rochester-based health plan serving 1.5 million members across 39 counties of upstate New York.



100 days of claims & operating expenses in reserve

Equal to **\$1,186** in reserves per member



Total taxes and assessments paid

\$430.9 million

\$6.6 billion

Total Health Plan Revenue

\$3.6 million

Total Assets

\$1.8 billion

Total Reserves

0.9%

Net Margin

1.9%

Average Net Margin
(20-Year History)

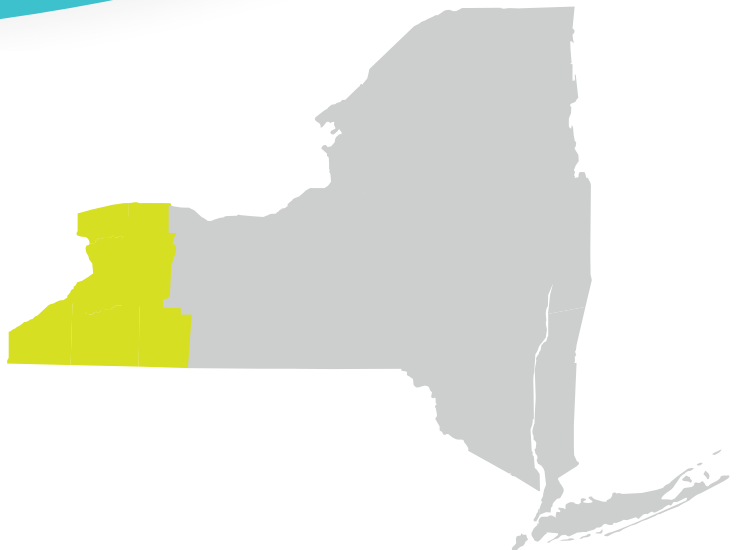
\$5.9 billion

Total Medical Benefits Paid



Our Workforce

541 Health Plan Employees



Our Provider Network



31

Participating
Hospitals



2,111

Ancillary
Providers



3,711

Participating
Professional
Providers



4

IPA/
Risk-Sharing
Entities



Quality

Univera Healthcare's Medicaid and Medicare products are accredited by The Centers for Medicare & Medicaid Services (CMS) and the National Committee for Quality Assurance (NCQA)*.



CMS

The Centers for Medicare & Medicaid Services recognized us with a 5-star rating for our HMO and prescription drug plans again in 2022, as we remain among the highest-rated Medicare plans in the nation and in Western New York.



NCQA

Our products have earned ratings of 4 stars and above on NCQA's 5-star quality scale (2020 - 2021).



MEDICARE HMO



MEDICARE PPO



MEDICAID HMO



COMMERCIAL
HMO/POS/PPO



**NCQA'S ANNUAL HEALTH INSURANCE
PLAN RATINGS EVALUATE ACCREDITED
AND NON-ACCREDITED HEALTH PLANS BY
QUALITY AND PERFORMANCE METRICS.**

* National Committee for Quality Assurance (NCQA) is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations and recognizes clinicians in key clinical areas. NCQA's HEDIS® is the most widely used performance measurement tool in health care. NCQA's website (www.ncqa.org) contains information to help consumers, employers and others make more informed health care choices.



Partnering on Quality and Affordability

Our **accountable cost and quality agreement (ACQA)** model allows us to work together with providers, helping people in our communities live healthier and more financially secure lives.

These specific agreements focus on collaboration between our Health Plan and systems of doctors and hospitals. We work together to improve quality and keep costs down by identifying opportunities for efficiency, closing gaps in care, and better controlling chronic conditions among members. Recent successes in this area include:

- Slower growth in medical costs when care is managed by an ACQA primary care physician
- In 2022, ACQA TCC commercial providers achieved an average of 95% of possible quality points



We Commit to Employee Diversity

As part of our commitment to **Inclusion, Diversity, Equity and Access**, we work to ensure that our workforce is reflective of the members and communities we serve. We continue to make progress and recognize opportunities for growth in the areas of internal mobility, development, and hiring. There is always more to be done.

- **1 in 6** of our workforce is an employee of color as of October 31, 2022
- **+58% growth** in headcount of employees of color over the past five years
- **Gender***: **74% female / 26% male**
- **Race & ethnicity**: **83% white / 17% employees of color**
- **Age**: **36% under 40 / 64% over 40**

WE COMMIT TO AN INCLUSIVE, EQUITABLE, AND ACCESSIBLE WORKPLACE

We launched our first Inclusion Survey in 2020 to begin measuring our progress toward our diversity, equity and inclusion (DEI) goals. Each year, we ask employees to share their perspectives on what our company is doing well and where it can improve. Forty-two percent of employees took the 2022 Inclusion Survey.

| | 2022 | 2021 |
|--|------|------|
| Agree that we are committed to diversity, equity, inclusion, and access | 94% | 91% |
| Agree senior leadership encourages DEI | 91% | 90% |
| Agree that we respect individuals and value their differences | 91% | 88% |
| Agree we are making progress with DEI initiatives | 90% | 88% |
| Agree we do a good job at providing job training programs that promote multicultural understanding | 88% | 85% |
| Agree we provide an environment for free and open expression of ideas, opinions, and beliefs | 87% | 84% |
| Agree that employees who are different than most are treated fairly | 86% | 85% |
| Agree that their management shows that diversity is important through its actions | 85% | 83% |
| Agree that their experiences working here have led them to become more aware of diversity, equity, and inclusion | 83% | 79% |
| NEW QUESTIONS IN 2022 | | |
| Agree that at work, they are respected | 91% | |
| Agree that they feel like a valued member of their team | 89% | |

*We continue to update our internal reporting systems to include other gender identities beyond male and female with an anticipated launch in 2023.

Community Investments & Partnerships

We believe that building strong, meaningful relationships in our communities through strategic investments is one of the many ways we fulfill our mission as an organization.

Funding for our 2022 Health Equity Award (HEA) recipients focused on programs and services that support underserved people with health disadvantages due to race, ethnicity, disability, sex, gender and/or rural disparities. Our Member and Community Health Improvement (MACHI) grants focused on improving maternal health and health equity.



KEY 2022 COMMUNITY INVESTMENTS & PARTNERSHIPS INCLUDE:

BestSelf Behavioral Health, Inc.

Supporting the Child Advocacy Center where services are integrated and coordinated to meet the needs of child victims of sexual and physical abuse and their families at a single, child-friendly facility. Such response reduces trauma, promotes accountability, and facilitates healing.

ConnectLife

Supporting a new Minority Donation and Transplant Stakeholders Council to provide input to ConnectLife leadership and staff regarding cultural competency issues relating to organ, eye, and tissue donation. Includes health literacy and health equity concerns specific to minority populations and ethnic groups.

ECMC Foundation

Supporting the Remote Patient Monitoring Program to improve blood pressure in the primary care patient population, and diagnose those with elevated levels who are unaware of their status so that they can be treated, and their blood pressure can be controlled.

Neighborhood Health Center

Supporting establishment of a Maternal-Infant Health Community Health Worker and Care Coordination training program to improve health outcomes for patients who are pregnant or have infants.

UPMC Chautauqua

Supporting the outpatient behavioral health department to improve access to telehealth services for patients receiving care who may have challenges with transportation or internet access.

Warrior House of WNY

Supporting the Aging Strong program to promote physical health among senior adults (ages 55 and older) through a community-based fitness and nutrition program that informs and empowers older adults to make healthy choices about eating, and safely increase their physical activity levels.



univera[®]
H E A L T H C A R E

UniveraHealthcare.com