



A medical professional wearing blue scrubs and a face mask is administering a vaccine to a patient's upper arm. The patient, a young man with dark hair and a beard, is wearing a blue face mask and a brown sweater. He is looking down at his arm. In the background, another person is partially visible, also wearing a face mask. The setting appears to be a clinical or community vaccination site.

# LEADING IN A PUBLIC HEALTH CRISIS

## 2020-2021 COMMUNITY INVESTMENT REPORT

# A Letter from our CEO



Since March 2020, our communities have faced a historic pandemic and the tragic loss of too many lives—more than 600,000 in the U.S. alone with a disproportionate impact on vulnerable populations and people and communities of color.

Driven by our deeply rooted connections to the communities we serve, Blue Cross and Blue Shield (BCBS) companies took immediate and wide-ranging action during the pandemic: Collectively, we invested **more than \$12.8 billion in the fight against COVID-19**, rapidly expanded telehealth, assisted in testing and distributed millions of PPE supplies to essential workers. We established and supported mass vaccination efforts, helped identify homebound members to make

sure they had access to care they needed and **contributed more than \$315 million to community-based nonprofits to address social issues** exacerbated by the pandemic. In short, the Blues supported the communities we serve—as we always have and always will.

And we are not done yet. Through meaningful local partnerships and understanding our members' unique needs, we continue our work to support access to and adoption of COVID-19 vaccines. From partnering with Feeding America and its network of 200 Food Banks to provide trusted information about COVID-19 vaccinations to joining forces with AHIP to help **vaccinate more than 2 million seniors in under 100 days through the Vaccine Community Connectors program**, the Blues have focused on reaching vulnerable and underserved populations to accelerate vaccinations in an equitable way.

The COVID-19 pandemic has both underscored and exacerbated unacceptable racial health disparities that have gone on for too long, and BCBS companies are committed to changing the trajectory of these disparities for the long-term. Within this report, you will find stories demonstrating our pursuit to advance affordable and accessible health care throughout the pandemic. We will continue to build on these efforts to create a sustainable impact for generations to come.

For more than 90 years, BCBS companies have provided secure and stable health care coverage across the country. And today, as we emerge from an unprecedented public health crisis, we are reimagining a more equitable health care system for the future—for the one in three Americans we serve, and for The Health of America.

Best regards,

A handwritten signature in black ink that reads "Kim A. Keck".

Kim A. Keck  
President and CEO  
Blue Cross Blue Shield Association

*"Since the start of the COVID-19 pandemic, Feeding America has been working to ensure everyone has the opportunity to be as healthy as possible through access to nutritious food. We are thrilled to partner with the Blue Cross Blue Shield Association as part of our investment with member food banks to address the intersection of hunger, health, and equity in underserved communities. This collaboration has allowed us to encourage all 200 food banks in the Feeding America network to highlight the safety and effectiveness of the COVID-19 vaccination, aimed at preventing disease for people who are at a higher risk."*

**– Gita Rampersad, Vice President, Health care Partnerships & Nutrition at Feeding America**



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# Leading in a Public Health Crisis, for The Health of America



The first case of a new, unnamed virus was confirmed in the United States on January 21, 2020. Later that same month, the W.H.O. declared a global health emergency. Then, in March, it was classified as a global pandemic, and W.H.O. gave the virus a name: COVID-19. Suddenly life throughout the world was turned upside down.



In America, families from coast to coast faced uncertainty and anxiety about their health, and terms like “lockdown” and “social distancing” became part of our daily conversations. Since the early days of the pandemic, Blue Cross Blue Shield companies have been a steadfast partner in their communities, providing billions of dollars in response effort, community support, distributing accurate trusted health information and offering a neighborly helping hand as Americans weathered the crisis.

## COVID-19 PANDEMIC TIMELINE

<b>MAR. 11</b> WHO declares the novel coronavirus a worldwide pandemic.	<b>APR.</b> Most people in the U.S. are living under stay-at-home orders and the federal government recommends wearing masks in public.	<b>MAY</b> U.S. deaths related to COVID-19 surpasses 100,000. The pandemic exposes a nationwide mental health crisis.	<b>JUN. - AUG.</b> COVID-19 infections continue sharp increase across the U.S., especially in areas of the West and South, while a record number of people file for unemployment. COVID-19 vaccine trials begin - final phase of testing.
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### 2020

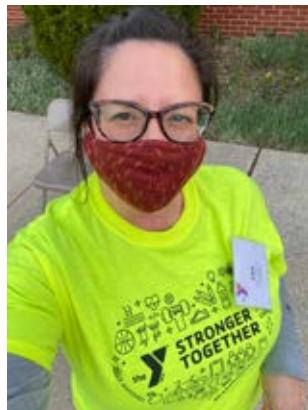
<b>MAR.</b> BCBS companies announce coverage of COVID-19 testing and telehealth services for members.	<b>APR.</b> BCBS companies commit nearly \$3B to members, hospitals and health care workers in fight against COVID-19, including donations of PPE to those in need.	<b>MAY</b> BCBS companies find ways to meet the mental and behavioral health needs of members including 24/7 access to trained counselors and digital platforms offering meditation and mindfulness support.	<b>JUN. - AUG.</b> BCBS companies prioritize meeting members' health care needs through expanded telehealth access, removing barriers to care and waiving cost-sharing for COVID-19 screening, testing and treatment. They also address food insecurity through partnerships with local food banks and other community organizations.
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All 35 Blue Cross and Blue Shield (BCBS) companies are fighting against COVID-19 in communities across the country, **investing more than \$12.8 billion in the nation's recovery.**

Across the BCBS system, we are expanding access to vaccines, educating communities, and meeting ongoing health care and social needs in many different ways – from sewing PPE for front-line workers and rapidly expanding telehealth in the early days of the pandemic to ensuring equitable access to vaccines and providing ongoing support to local food banks to address food insecurity.

**More than 250,000 BCBS employees** also went above and beyond, working behind the scenes on the front line, donating their time and expertise whenever – and wherever – duty called. Hundreds of clinical



personnel fanned out and provided assistance with screening and vaccinations. Data scientists worked with local public health officials to pinpoint areas of vaccine hesitancy. Marketing professionals shared their talents to educate their communities – from filming informational videos to writing countless articles for websites and social media to disseminate accurate information. And some simply leant an understanding ear to a senior citizen lonely in lockdown.

**SEPT.** U.S. death toll from COVID-19 reaches 200,000. With children going back to school, epidemiologists predict a cold-weather surge in COVID-19 infections.

**OCT. 2** President Trump and the First Lady announce they have contracted COVID-19 and enter treatment.

**NOV.** Two vaccines announced to be 90-95% effective against COVID-19.

**DEC.** Nationwide campaign to vaccinate the U.S. population begins.  
First COVID variant detected.

**JAN.- JUN.** U.S. surpasses 500,000 deaths from COVID-19. Federal government rolls out vaccines to broader population, while more COVID variants surface.

## 2021

**SEPT.- NOV.** BCBS companies boost efforts to track COVID-19 infection rates by offering [data-sharing tools to public and private organizations](#) and distribute education on public health best practices.

Plus, [Plans encourage the public to get their annual flu shots and other childhood vaccinations](#) through mobile clinics, digital reminders and health literacy.

**DEC.- JAN.** BCBS companies have collectively committed [more than \\$7B to address the COVID-19 pandemic](#) including financial support for members, assistance to medical professionals and direct support to communities.

**FEB. - MAY** BCBS companies [provide volunteers and clinical staff to mass vaccination sites](#). Plus, they partner with local and national organizations to drive [education on the safety and efficacy of the COVID-19 vaccines](#).

**NOV.** BCBS companies have invested more than \$12.8 billion to address the COVID-19 pandemic.



As the country emerges from this crisis and continues to battle COVID variants, Blue Cross and Blue Shield companies across the country will continue to invest in our communities, provide that extra helping hand and work to ensure equal access to high-quality, affordable health care coverage to improve The Health of America.

IN THE PAST 18 MONTHS, WE HAVE:



**Collectively contributed more than  
\$315M TO COMMUNITY-BASED NON-PROFITS**  
to address social issues exacerbated by the pandemic.

**Partnered  
with Feeding  
America**

which reaches more than 40 million Americans through their network of 200 food banks, to distribute factual, trusted information in English and Spanish about vaccines.



**Spread the  
availability  
of telehealth**

across the country, ensuring doctor appointments could be kept and our neighbors could access mental health professionals during this stressful time.



**Supported  
underserved  
communities**  
who are suffering at disproportionate rates from COVID-19 by providing culturally appropriate care and outreach to improve equitable vaccine access.



**Planned  
more than  
160 additional  
events** in support of the Vaccination Month of Action and sent mobile clinics to nearly every part of the country to connect people with a vaccine.



Helped to **vaccinate more than 2 million senior citizens** in America's most at-risk, vulnerable and under-served communities in less than 100 days through the Vaccine Community Connectors program.

*"Vaccination access is a critical piece to the complicated puzzle of beating COVID-19 and preventing new strains of the virus from emerging," said Suzanne McCormick, U.S. President, United Way Worldwide. "We are grateful for our partnership with Blue Cross Blue Shield and their local support of the Ride United Program, which helps break down transportation barriers ensuring more people access their COVID-19 vaccine."*





# BCBS COMPANIES INVESTING IN OUR LOCAL COMMUNITIES

# Blue Cross and Blue Shield of Alabama



**Blue Cross and Blue Shield of Alabama (BCBSAL)** and their Foundation, The Caring Foundation, have been standing united have been standing united with their statewide community throughout the coronavirus pandemic. They continue to utilize their longstanding relationships with state and local officials, the Alabama Department of Public Health, the Alabama Hospital Association, the Medical Association of the State of Alabama, Alabama Medicaid Agency and Alabama Pharmacy Association to help stop the spread of the coronavirus.



## PROVIDING RELIEF

**BCBSAL has provided**

**OVER \$840,000**

**to date across the state to address food scarcity, provide small business loans, donate personal protective equipment and meals to health care workers and support other relief efforts.**



*"Thanks to Blue Cross and Blue Shield of Alabama's Caring Foundation support, our RIDE UNITED program has been able to provide free transportation to and from COVID-19 vaccine appointments for seniors, veterans, and especially for folks living out in our more rural areas. We couldn't do this without their partnership and creative collaboration. Here's a photo of just one individual who now can return to life, safely, because of their generosity and collaboration. He's telling everyone he knows in his neighborhood about it!"*

**- Cathy Miller, Community Impact Director at United Way of Madison County Huntsville**



## IMPROVING VACCINE ACCESS

BCBSAL partnered with Lyft and the United Way to **fund rides to and from vaccination sites** in Madison County, Central Alabama and the greater Florence area. They also launched extensive educational campaigns addressing vaccine safety and efficacy and made outreach to high-risk members encouraging vaccination.



## ADDRESSING INEQUITIES

In addition to creating a crisis hotline available 24/7 to **address increasing mental health needs**, BCBSAL joined America's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association (BCBSA) to promote vaccination efforts for two million underserved and at-risk Americans.

Blue Cross® Blue Shield® of Arizona (BCBSAZ) has worked to support and sustain its statewide community through the COVID-19 crisis. From the earliest days of the pandemic, the health insurer quickly moved to cover COVID-19-related health services, increase testing, support public health needs, address food insecurity, and more—protecting the safety and well-being of BCBSAZ members and Arizonans.



## PROVIDING RELIEF

In addition to making health care safer and more accessible for their members during the pandemic, much of BCBSAZ's work supported all Arizonans, like first responders and homebound seniors. BCBSAZ also contributed to the governor's "Arizona Together" COVID Relief Fund.

*"The team at Blue Cross Blue Shield of Arizona has been working around the clock to help run the vaccination site at the State Farm Stadium.*

*Thank you to Pam Kehaly and the Blue Cross Blue Shield team!"*

– Doug Ducey, Governor of Arizona



## IMPROVING VACCINE ACCESS

BCBSAZ partnered with the Arizona Department of Health Services to set up and staff two of the state's mass vaccination sites. The insurer rallied **more than 300 clinical and non-clinical volunteers needed per day for this effort**, amassing over 147,000 hours to provide up to nine thousand shots a day at this 24/7 site, which was praised by President Biden.

BCBSAZ shifted from leading two mass sites to supporting family-friendly and youth pop-up events, as well as consulting on mobile vaccine sites across Arizona. BCBSAZ is partnering with the Arizona Diamondbacks, City of Phoenix, and One Community to have more youth pop-up events in underserved communities to encourage vaccinations in five- to eleven-year-olds.



## ADDRESSING INEQUITIES

The company has also committed critical support to the state's Native American tribes—a population which faces 2x higher COVID-19 mortality rates than white Americans.

Despite vaccinating 491,000 Arizonans in three months, it is still unsafe for many who aren't vaccinated. This means reaching underserved areas, which includes tribal communities, and working to remove barriers for those who struggle with access to care and other health-related resources.



*"This is a massive effort across many agencies, both government and civilian, and this is the only way we're going to beat COVID."*

– David P. Glaser, Major General, US Army  
- Deputy Commander, Joint Force Land Component Command & US Army North

# Arkansas Blue Cross and Blue Shield



Arkansas  
**BlueCross BlueShield**

In the wake of the COVID-19 pandemic, many Americans faced increased food insecurity as jobs were lost and schools closed. In addition to relief funding and extensive vaccine efforts, **Arkansas Blue Cross and Blue Shield** (Arkansas BCBS) and its Blue & You Foundation invested in organizations that helped families and communities keep food on the table.



## PROVIDING RELIEF

**Arkansas BCBS contributed:**

**\$2.7M IN COVID-19-RELATED  
GRANTS**

**to 48 organizations in Arkansas and will continue to respond as needed as the crisis continues to unfold.**

**More than \$650,000 went toward food insecurity**



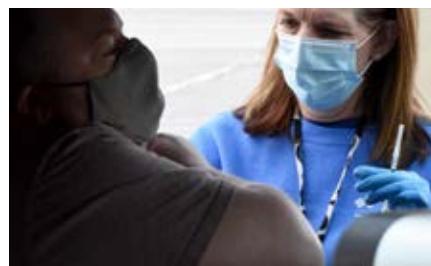
*"Working with Arkansas Blue Cross and Blue Shield on the Vaccinate Arkansas effort has been rewarding and remarkably effective. This unique partnership has provided Arkansas business leaders with the support they need to navigate the COVID-19 vaccine roll out and to protect their employees and customers. Arkansas Blue Cross goes to outstanding lengths to serve their client companies in their effort to keep their employees healthy and able to support their families. It has been our pleasure and privilege to partner with them."*

**— Randy Zook, President & CEO of Arkansas State Chamber of Commerce/AIA**



## IMPROVING VACCINE ACCESS

The health insurer **mobilized over 100 clinical staff to work on the front lines of the COVID-19 crisis**, partnering with state and local governments, businesses and organizations to make the vaccine widely available throughout Arkansas. They also spearheaded the state-wide Vaccinate the Natural State campaign to educate Arkansans about the safety and benefits of the vaccine.



## ADDRESSING INEQUITIES

**Arkansas BCBS brought vaccines to the state's most rural, impoverished and underserved communities** through the use of mobile units, faith-based networks, grant funding and data technology.

Since the start of the COVID-19 pandemic, **Blue Shield of California** has been working closely with community partners, nonprofits and the state to help the hardest-hit and most at-risk communities. Their support has helped provide protective equipment to health care workers, expand mental health services, increase access to care and slow the spread of COVID-19 throughout California.



## PROVIDING RELIEF

**Blue Shield of California continues its philanthropic response to the COVID-19 pandemic, including:**

**\$500,000** & **CONTRIBUTION TO OAKLAND RELIEF FUND**

**\$100,000** TO OUTFIT NONPROFIT COMMUNITY HEALTH CARE PROVIDERS WITH PERSONAL PROTECTIVE EQUIPMENT



## LEADING STATEWIDE VACCINE EFFORTS

Blue Shield of California served as the Third-Party Administrator of California's vaccine network. **More than 61 million doses of vaccine have been administered** in the state and over 72% of eligible Californians are fully vaccinated.



## SUPPORTING COMMUNITY HEALTH

In addition to funding community health providers throughout the state, Blue Shield of California has also **partnered with providers to distribute vaccines directly to low-income neighborhoods and communities of color.**

They have also focused on student mental health services, supporting initiatives such as Youth Mental Health First Aid training to support California's youth through this unprecedented time.

*"Twice this year I have had students open up to me. Because I attended the Blue Shield of California-sponsored training, I was able to recognize the key phrases which triggered me to think those students were in danger and mediate help for them. They got the help they needed immediately."*

**– Youth Mental Health First Aid Trainee**

The state's leading health insurer, **Florida Blue**  has remained true to its mission of helping people and communities achieve better health throughout the pandemic, protecting the health and safety of individuals, communities and the health care system. To improve health outcomes of families and the broader community, we are committed to focusing on three key drivers of health; health equity, food security and mental well-being—all of which have been exacerbated during the pandemic.



## PROVIDING RELIEF

**Committed to investing:** **\$25M** OVER FIVE YEARS TO ADDRESS RACIAL INJUSTICE AND HEALTH INEQUITIES IN BLACK COMMUNITIES

**Invested \$3.8M**

in new health equity train-the-trainer program aimed at health care professionals.

**Invested \$3.8M**

to address food security and access across Florida, including 1.5 million meals donated to Florida food banks.

**Invested \$5.2M**

in mental well-being initiatives for children, families and seniors, including opioid reduction.



*"Every Floridian has a vital role to play in advancing the health and safety of our communities. The repercussions of this public health crisis are unprecedented and far-reaching. The overwhelming evidence for COVID-19 vaccines continues to mount, and I strongly urge every Floridian to get vaccinated. There has never been a more important time to ensure we're all coming together to build healthier communities."*

**– Pat Geraghty, President and CEO,  
Florida Blue** 



## IMPROVING VACCINE ACCESS

The health plan partnered with community organizations to **host dozens of vaccine events in underserved communities, correctional facilities, homeless shelters and food banks.**

The health plan also provided 60 vaccine education events to build confidence in the vaccine and provided vaccinations during major sporting events and in their Florida Blue  Centers.



## ADDRESSING INEQUITIES

The insurer joined America's Health Insurance Plans (AHIP) and BCBSA in a pledge to **promote vaccinations for 2 million underserved, at-risk Americans.**

They also joined the Rally for Recovery Commitment, a national commitment to protect employees and communities by encouraging vaccines and continued mitigation efforts.

The insurer joined 40 cross-sector health care organizations in signing a health equity pledge committing to leveraging data to address health disparities.

# Hawaii Medical Service Association



**Hawaii Medical Service Association** (HMSA) and its **Foundation** supported relief efforts for Hawaii after COVID-19 hit the islands to protect the health and safety of individuals and the health care system. Among its extensive relief and recovery efforts, HMSA supported food security across the islands and worked with the state to increase vaccinations.



## PROVIDING RELIEF

### HMSA supported:



to generate a strategic, science-based approach to phased recovery.

### HMSA Foundation provided:

**FLEXIBLE FUNDING TO COMMUNITY PARTNERS** to support COVID-19 recovery programs such as food distribution, personal protective equipment, delivery services for seniors, continued programming for at-risk youth and virtual educational opportunities for students.

### HMSA Foundation redirected its

**\$100,000 COMMUNITY FUND** to address COVID-19 recovery and help organizations kickstart their programs and services.

### HMSA and HMSA Foundation:

**ENABLED THEIR EMPLOYEES TO VOLUNTEER** at Foundation partner sites working on the front lines



## INCREASING VACCINATION RATES

HMSA became one of the first organizations to establish a vaccine mandate policy, featuring automated record-keeping, and worked with local and national organizations to share their approach and lessons learned. With that policy, HMSA achieved a 94% employee vaccination rate.

HMSA shared this policy with local businesses and provided education for establishing their own policies. Plus, they shared information on the delta variant and addressing misinformation around the vaccines.



HMSA partnered with other plans to offer provider education on addressing vaccine hesitancy.

They also maintained a community voice in public policy and continued to support our providers and government partners in efforts to increase vaccination rates.



## ADDRESSING INEQUITIES

The insurer joined America's Health Insurance Plans (AHIP) and BCBSA in a pledge to **promote vaccinations for 2 million underserved, at-risk Americans**.

They also joined the Rally for Recovery Commitment, a national commitment to **protect employees and communities by encouraging vaccines and continued mitigation efforts**.

Blue Cross of Idaho (BC Idaho) and the **Blue Cross of Idaho Foundation for Health** (BC Idaho Foundation) are investing thousands to support the needs of the Idaho community following the impacts of COVID-19. They have been helping with immediate needs and long-term recovery as the coronavirus pandemic unfolds. The BC Idaho Foundation has been focusing efforts and funding on meeting the needs of communities most at risk or underserved, including children, seniors, those with compromised immune systems, rural communities and minority communities.



## PROVIDING RELIEF

**BC Idaho and the BC Idaho Foundation have provided over \$300,000 to relief efforts, including:**

**\$100,000**

donated to the COVID-19 Response and Recovery Fund for Idaho

**\$100,000**

donated to Idaho Business for Education to help students in need access internet services

**\$40,000**

donated to Idaho Food Bank to help with food and supplies



## IMPROVING VACCINE ACCESS

BC Idaho has been working to ensure vaccines and vaccine education are readily available to all Idahoans. Its statewide efforts include **purchasing a van to expand mobile vaccine clinics in the most vulnerable and underserved communities;** helping members schedule vaccine appointments; and running extensive vaccine campaigns to educate the public.



## ADDRESSING INEQUITIES

BC Idaho Foundation provided **\$25,000 to the Commission on Hispanic Affairs and South Central Hispanic Chamber** to launch a vaccine awareness campaign targeting the Hispanic and Latino communities, **as well as \$25,000 to the Idaho Office of Refugees** to help them reach Idaho's refugee community.



**Regence Health Plans** (Regence), together with their corporate foundation, have continued to evolve their COVID-19 relief and recovery efforts as new needs become clear in their four service areas: Idaho, Oregon, Utah and Washington. From the earliest days of the crisis, Regence's focus has been caring for people and families affected by COVID-19 and the health care workforce on the front lines, mindful that marginalized populations may be first to be impacted and last to recover from this unprecedented crisis.



## PROVIDING RELIEF

**Regence, its employees and corporate foundation leaned in to care for people and families affected by COVID-19 and those on the front lines of this public health crisis:**

**\$218,000**

donated to local food banks to address increasing demand for food assistance

**\$300,000**

donated to the COVID-19 emergency relief funds

**\$1.3M**

invested in the equitable distribution of the COVID-19 vaccine



## IMPROVING VACCINE ACCESS

Regence has partnered with ride share services to provide free rides to and from vaccination sites. They trained specialized staff to understand the dynamics of each state and improve vaccination rates across the entire service area. The insurer also ran claims-based data and analytics to ensure those who got the first dose and were scheduled to get the second dose got it.



## ADDRESSING INEQUITIES

Regence made outreach to nearly 2,000 provider organizations to help them present a consistent vaccine message and determine high-risk members. They also supported their employer customers through the crisis, helping them organize vaccine events, identify vaccination rates among their employee populations and ensure they had trusted and reliable information about the virus and vaccine.

*"A year ago, we couldn't have fathomed we would be in the vaccination business. Seeing the difficulties older adults have faced trying to get appointments while securing reliable, safe transportation that doesn't put them at further risk of exposure to the virus has not been easy. The support of Regence and other community donations, and the partnership of many northwest vaccination teams, have made drop-in vaccination sites possible."*

**- Brittany Blue, Chief Marketing & Philanthropy Officer for Sound Generations**

# Health Care Service Corporation



BlueCross BlueShield®  
Illinois • Montana • New Mexico  
Oklahoma • Texas

Serving Illinois, Montana, New Mexico, Oklahoma and Texas, **Health Care Service Corporation** (HCSC) works quickly to anticipate and respond to varying crisis needs across the country.



## PROVIDING RELIEF

**HCSC deployed more than:**

**\$24M IN FUNDING ACROSS FIVE STATES**

**This community Investment funding went to nonprofit partners supporting vaccine access and education as well as COVID-19 response and recovery.**



## IMPROVING VACCINE ACCESS

HCSC provides extensive support to vaccine efforts across its five states. Blue Cross and Blue Shield Plans in Illinois, Montana, New Mexico, Oklahoma and Texas all **use mobile vans to bring vaccines to vulnerable populations**. They repurposed many customer service staff to help make vaccination appointments and deployed over 3,000 clinical workers to volunteer on the front lines. They were also able to provide data and analytics expertise to local and state departments of health to facilitate triage of patients for vaccine administration.



## ADDRESSING INEQUITIES

HCSC continues to help increase access to care and other essential needs for underserved populations across each of its five states throughout the pandemic. This includes partnering with a FQHC at the Blue Door Neighborhood Centers<sup>SM</sup> in the South Lawndale and Morgan Park neighborhoods in Chicago to administer vaccines and supporting vaccination events organized by American Indian Tribes in Oklahoma and New Mexico.

*"Being situated in Corpus Christi, at Amistad we are surrounded by numerous pockets of underserved areas, which became even more apparent during the COVID pandemic. We are fortunate to have a strong team and partnership with the Blue Cross Blue Shield Care Van that has allowed us over the months to be out in the community vaccinating high-risk individuals who had barriers getting their vaccines. The availability of the Care Van allowing us to extend our outreach to the community has been greatly appreciated and certainly impactful."*

**– Dr. Eric Baggerman,  
CEO Amistad Community Health Center**



Since the earliest days of the pandemic, **Anthem Blue Cross and Blue Shield** (Anthem) and the Anthem Foundation have been standing with and supporting their members and communities across the country. Utilizing strong partnerships with organizations on the forefront of prevention, treatment and recovery efforts, Anthem has been able to provide proactive relief to many of the country's most impacted areas.



## PROVIDING RELIEF

**\$50+ million committed for COVID-19 response and recovery efforts, including:**

**\$1M**

donated to



American Red Cross

**\$1.5M**

donated to



**\$2.4M**

donated to local



*"We thank the Anthem Foundation for helping us make our critical teen and family services available throughout the pandemic at our Teen Crisis Shelter. The increased family togetherness time with the shutdown and closed schools was rough on struggling families. YMCA Safe Place Services served 327 youth last year; and without early abuse detection in the schools, we saw more severe cases of abuse and neglect."*

**- Dennis Enix, Development and Mission Advancement Director, YMCA of Greater Louisville**



## PROVIDING VACCINE EDUCATION

Anthem is partnering with Lyft to **provide access to free and discounted rides to/from vaccination sites for individuals in need**. Recognizing that reliable transportation is regularly a barrier to health care for millions of Americans, and the COVID-19 pandemic further exacerbated this problem, we are working in collaboration with partners like United Way Worldwide and Indiana Health to increase access.

Anthem has also provided clinical and non-clinical volunteers and administrative support to multiple vaccine clinics in markets across the country.



## IMPROVING VACCINE ACCESS

Made possible through Anthem Foundation funding, the American Lung Association (ALA) is providing science-based, factual guides to help individuals make well-informed decisions about receiving their COVID-19 vaccinations. In partnership with nationally recognized organizations representing communities of color, the **Better For It** toolkit series uses culturally competent messaging and imagery to discuss the science behind and dispel myths about COVID-19 vaccines.



## ADDRESSING INEQUITIES

Anthem is committed to the health and wellbeing of each member and community it serves. To ensure equitable distribution of COVID-19 vaccines, the company joined America's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association (BCBSA) in **pledging to promote vaccination efforts for two million underserved and at-risk Americans**.

# Wellmark Blue Cross and Blue Shield



**Wellmark Blue Cross Blue Shield** throughout the pandemic has worked closely within Iowa and South Dakota to support the communities' needs and to respond quickly and effectively. The Wellmark Foundation provided additional funding to Feeding America organizations to help them meet the increased demand for food during the pandemic, and Wellmark continues to proactively address the issues facing our communities through strategic partnerships with local elected officials, health care systems, employer groups and community programs through advocacy of the vaccine.



## PROVIDING RELIEF

**\$250,000** IN DONATIONS TO FOOD BANK PARTNERS

To help address food insecurity in Iowa and South Dakota as a result of the COVID-19 pandemic, the Board approved \$250,000 in donations to food bank partners to meet the increased need for food relief.



## EDUCATING THE COMMUNITY

Wellmark regularly provided updated COVID-19 and vaccine information, acting as a trusted voice for the public, its employees and its employer groups. Once vaccines were available, Wellmark **developed and distributed videos, web content, blog posts, employee content** and more to educate its audiences. Wellmark's Chief Pharmacy Officer also participated in an educational webinar regarding the vaccines.

## ADDRESSING INEQUITIES

Together with AHIP, BCBSA and other Blue Cross Blue Shield companies, Wellmark joined the Vaccine Community Connectors program, pledging to **promote vaccinations for 2 million underserved, at-risk Americans.**

Wellmark also joined the Rally for Recovery Commitment, a national commitment to protect employees and communities by encouraging vaccines and continued mitigation efforts.

*"We are serving two-and-a-half times as many people now as this same time last year. We owe a huge debt of gratitude to the Wellmark Foundation for all that they've done over many years supporting Feeding South Dakota and our fight against hunger."*

**-Matt Gassen,  
CEO, Feeding South Dakota**

Blue Cross and Blue Shield of Kansas (BCBSKS) and the BCBSKS Foundation have been investing in strategic community partnerships to support families, children, and those most at-risk throughout the pandemic. They have also rallied behind their provider partners who have been manning the front lines since March 2020, providing them with financial relief, investing in technology needed to provide remote care and supplying them with protective equipment.



## PROVIDING RELIEF

**BCBSKS invested over \$18 million to support members, customers and providers in the wake of the pandemic:**

**\$500,000**

invested in **expanding telehealth services** so members could access care from the safety of home.

**\$200,000**

donated to local health departments & \$80,000 to local community foundations.

**\$280,000**

granted to manufacturers, non-profit makers and universities to **manufacture personal protective equipment (PPE)** and medical supplies.

**\$352,800**

donated to Topeka Rescue Mission's Operation Food Secure to **provide fresh food boxes to households in eight counties** in northeast Kansas.

**BCBSKS Foundation Giving in 2020:**

**\$50,000** - ChildCare Aware

**\$30,000** - American Red Cross

**\$40,000** - Community Mental Health Centers

**BCBSKS Corporate Giving in 2020:**

**\$44,000** - Domestic violence advocacy membership organizations



## IMPROVING VACCINE ACCESS

BCBSKS has deployed many employees to volunteer across the state to increase vaccine access and staff clinics. In addition to public health campaigns, the insurer has also joined the Rally for Recovery Commitment, a national pledge to protect employees and communities by encouraging vaccines and continued mitigation effort.

BCBSKS partnered with the Kansas Department of Health & Environment and the Kansas Turnpike Authority to provide

**free COVID-19 testing and vaccinations** at KTA service areas across Kansas. The locations were ideal for truck drivers and travelers to easily and quickly stop to protect themselves and others from the virus.



## ADDRESSING INEQUITIES

BCBSKS joined America's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association to promote vaccination efforts for **2 million underserved and at-risk Americans**.

*"We are working tirelessly to provide much-needed relief to Kansans in every way we can – by ensuring members have access to care, supporting the medical community, and giving back to those organizations who care for Kansans."*

– Matt All, President & CEO, Blue Cross and Blue Shield of Kansas

Blue Cross and Blue Shield of Louisiana (BCBSLA) and the **BCBSLA Foundation** work each day to improve the health and lives of Louisianians. When COVID-19 hit the state, they led ongoing efforts to support their members and communities through the crisis.



## PROVIDING RELIEF

BCBSLA Foundation set up a grant relief fund of:

**\$15M** FOR DISASTER RELIEF, WHICH INCLUDED GIVING FOR BOTH THE PANDEMIC & NATURAL DISASTERS IN 2020 & 2021

The fund was established to meet immediate needs like food, clothing, shelter, paying utility bills and more. Grants can also be used to meet more long-term needs such as ongoing patient education and care navigation, economic recovery efforts and more. Between this fund and general work, BCBSLA gave out nearly \$20M across 2020 & 2021.



*In a time when Lake Charles and the surrounding community have been impacted by so much devastation and loss, the amount of gratitude we feel for corporate partners like Blue Cross Blue Shield of Louisiana is immeasurable. Their major financial support of organizations such as the Community Foundation of Southwest Louisiana and the United Way of Southwest Louisiana goes towards directly assisting our most vulnerable populations. Their financial investments continue to play a critical role in the long-term recovery of our area and we appreciate the leadership they display through these efforts as we continue to seek much needed support for our citizens.*

— Lake Charles Mayor, Nic Hunter

Lake Charles has faced five Federally Declared Disasters since March 2020.



## IMPROVING VACCINE ACCESS

BCBSLA launched a multimedia communication strategy to raise awareness that the COVID-19 vaccine is safe, effective, and covered at no cost and to encourage all eligible Louisianians to get vaccinated. They also partnered with the New Orleans Saints to produce radio and digital PSAs urging fans to “Join the team and get the vaccine.”

In addition, the BCBSLA Foundation is partnering with ride share companies to offer Louisianans free rides to and from vaccine appointments.



## ADDRESSING INEQUITIES

Working with community partners and health care providers, BCBSLA has been targeting outreach to minority communities, many of which have been hit hardest by the pandemic. These efforts include mass communication campaigns to offer trusted information about the vaccine's safety and efficacy, as well as partnerships with local health systems to host mass vaccination events in predominantly Black areas.

BCBSLA also sponsored the “Ride towards Immunity” campaign with Blue Bikes in New Orleans which offered free rides to vaccine and booster appointments.

# CareFirst BlueCross BlueShield



As COVID-19 continues to have an impact in the mid-Atlantic region, CareFirst BlueCross BlueShield (CareFirst) responded to the consequences of this public health and economic crisis with **\$6.8M in direct support** to organizations working on the frontlines of COVID relief and vaccination efforts. Through three rounds of funding, CareFirst reached an estimated 700,000 individuals across the region, including more than 4M meals/groceries provided to individuals and families in need and 2.1K individuals receiving housing or utility support.



## PROVIDING RELIEF

CareFirst has **\$13M** TO NON-PROFIT COMMUNITY ORGANIZATIONS contributed:

working to provide relief for needs arising as a result of the COVID-19 pandemic. These contributions supported the distribution of personal protective equipment, equity in vaccine access, community engagement, food relief, re-training initiatives for unemployed workforces, and more.



## PROMOTING VACCINE ADOPTION/ IMPROVING ACCESS

As a leading health care organization, part of CareFirst's responsibility is to take a leading role in ending this pandemic and protecting the health and well-being of our members, workforce and communities. Aligned with that accountability, Brian D. Pieninck, President & CEO, announced the CareFirst workforce and Board of Directors must be fully vaccinated by Nov. 1, 2021.

Through their **Better Together Campaign**, CareFirst has invested \$1.2M in culturally competent vaccination education, outreach and delivery across the region. Investing in organizations that serve those hardest hit by the pandemic, these funds will minimize transportation barriers, deploy health navigators, stand up vaccination sites, and build a new clinic to increase vaccine adoption.

Additionally, CareFirst invested \$200,000 in eight Federally Qualified Health Centers (FQHCs) located in Washington, D.C. to support vaccine equity for communities disproportionately impacted by COVID-19. This investment supports FQHCs with staffing of vaccine administration, personal protective equipment, refrigeration units for vaccine storage, and other unanticipated vaccination demands that may arise. Nearly 80,000 people who seek care at FQHCs in Washington, D.C. will benefit from the funding.

Plus, over 125 CareFirst associates were trained to stand ready to respond to public health needs in our communities through the Medical Reserve Corps, with 199 volunteer hours deployed to date.

*"Our residents express their humble and respectful appreciation to receive the food, personal delivery and the comfort of knowing they are loved and not forgotten!"*

– Kate Urbank, Site Director, Food Rescue US



## ADDRESSING INEQUITIES

CareFirst collaborated with non-profit, faith and social service organizations to host a series of virtual town halls, providing accurate information on the importance and safety of the COVID-19 vaccines to almost 6K viewers from trusted local community voices to drive increased vaccinations rates among disproportionately impacted communities.

# Blue Cross Blue Shield of Massachusetts



MASSACHUSETTS

**Blue Cross Blue Shield of Massachusetts (BCBSMA)** has acted swiftly to support COVID-19 vaccination efforts, while broadening our commitment to diversity and inclusion by focusing on racial equity in health. In addition to promoting public health efforts, BCBSMA helped non-profits meet operational challenges during the crisis through the expedition of unrestricted cash for immediate relief efforts.



## PROVIDING RELIEF

**BCBSMA has contributed:**

**\$460,000** & **\$550,000**  
IN SUPPORT OF REGIONAL COVID-19 FUNDS IN RAPID RESPONSE GRANTS TO NON-PROFITS

**which helped provide essential aid addressing access to food, basic needs, and critical support for first responders, health care and retail workers.**



## ADDRESSING INEQUITIES

BCBSMA collaborated with community health centers, faith-based leaders and community-based non-profits to address vaccine hesitancy among the communities hardest hit by the pandemic. These efforts helped promote equity in testing and vaccination in Boston's Black and Brown under-resourced and immigrant communities across Massachusetts.



## PROMOTING VACCINE ADOPTION/ IMPROVING ACCESS

**Committed \$1,000,000 to help provide equitable access to vaccinations,** including a partnership with Massachusetts League of

Community Health Centers and other local organizations. As well as, providing financial support to Health Care for All's Help Line, the only statewide multilingual phone service – answering an average of 20,000 calls annually in English, Spanish and Portuguese – that helps Massachusetts residents at all income levels.

To promote vaccine confidence, BCBSMA funded over 200 hours of community canvassing provided by three bilingual community ambassadors in East Boston.



*"Our friends at BCBSMA have become true partners in our work to address local food insecurity. Throughout the pandemic, they've turned their cafeterias into production lines making easy and healthy meal kits for neighbors relying on the food pantry for help. These meal kits create opportunities for conversation and connection and brighten people's day during a difficult time. As a grassroots organization we are all about neighbors helping neighbors, and BCBSMA puts that into action for us, every day."*

**– Pamela Denholm, Executive Director, Weymouth Food Pantry**

# Blue Cross Blue Shield of Michigan



As the state's largest insurer, **Blue Cross Blue Shield of Michigan** (BCBS Michigan) is committed to protecting the health of Michigan citizens. As a trusted advisor and advocate for population health, BCBS Michigan has been actively supporting members, customers, providers, and communities through the COVID-19 pandemic. From the beginning, BCBS Michigan has been proactive in addressing the pandemic, investing in expanding no-cost benefits for members, advancing millions of dollars to support health care providers, returning money to customers and members, supporting community-based organizations to address food insecurity, expanding access to telehealth services, and expanding COVID-19 mobile testing and vaccination.



## PROVIDING RELIEF

BCBS Michigan provided:

**\$500,000** &

to bring food to children, seniors & families in need. The insurer also delivered meals and care packages to its senior members.

BCBS Michigan partnered on:

**\$3M INVESTMENT**

to improve telehealth availability for safety net organizations and donated protective equipment to both the state and providers.



*"Thanks to Blue Cross Blue Shield of Michigan's quick response to assist with rapidly deploying access to telehealth services during the COVID-19 pandemic, we were able to utilize grant funds to support staff working remotely in rural areas, assist patients by using home monitoring devices, including blood pressure monitors, glucometers and thermometers, and accomplish emergency dental services via telemedicine."*

— Heidi Britton, chief executive officer, Northwest Michigan Health Services, Inc.



## IMPROVING VACCINE ACCESS

When the vaccine became available, BCBS Michigan began **making calls to more than 400,000 vulnerable members**. It launched extensive, statewide education campaigns on vaccine safety and availability, and launched over 10 vaccination events in high-need communities.

BCBS Michigan partnered with Wayne State University School

of Medicine to support implementation of COVID-19 mobile vaccination clinics for vulnerable and high-risk populations in Detroit and the metropolitan area. The mobile vaccination clinics increase access to safe and effective COVID-19 vaccine for vulnerable and high-risk populations as well as provide valuable health screenings and other vital linkages to care.



## ADDRESSING INEQUITIES

BCBS Michigan joined America's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association in a pledge to **promote vaccinations for 2 million underserved, at-risk Americans**.

They also played a key role on the Michigan Coronavirus Task Force to investigate racial disparities seen in the spread and severity of the virus.

# Blue Cross and Blue Shield of Minnesota



**Blue Cross and Blue Shield of Minnesota (BCBSMN) and its Foundation** has been responding to the COVID-19 pandemic by seeking to meet the unique needs of their state, from ensuring that health care workers on the front lines are protected to assisting Minnesotans vulnerable to food insecurity, homelessness or an inability to work.



## PROVIDING RELIEF

The BCBSMN Foundation created a:

**\$750,000 COVID-19 RAPID RESPONSE FUND** &

with grants between \$5,000 and \$25,000 awarded to efforts aimed at addressing child care for frontline workers, emergency support for those experiencing economic insecurity, homelessness and housing needs exacerbated by the crisis, anti-bias efforts related to COVID-19 and more.

BCBSMN donated:

**\$100,000**

TO THE MINNESOTA DISASTER RECOVERY FUND

which supports Minnesota's short- and long-term needs.



## ADDRESSING FOOD INSECURITY

Increasing unemployment amidst the financial consequences of COVID-19 has challenged many Minnesotans in putting food on the table. BCBSMN and its Foundation has committed **nearly \$800,000 to organizations providing emergency food donations** to families and individuals who do not have enough to eat.



## ADDRESSING INEQUITIES

BCBSMN partnered with the state to deploy **mobile clinics to get vaccines to underserved areas**.

The health plan has also partnered with pharmacies to provide on-site vaccination clinics and has paid its employees time off to volunteer in vaccine administration efforts.



*"The masks from Blue Cross Blue Shield of Minnesota will be distributed to teachers, staff and parents in the YWCA Minneapolis Early Childhood Education Program. It is a huge help to be able to provide teachers and staff with extra masks because they wear them for long periods of time throughout the week, and they need to be washed frequently."*

**- Stephanie Thomas, Vice President of Early Childhood Education at YWCA Minneapolis**



The **Blue Cross & Blue Shield of Mississippi** (BCBS Mississippi) and its **Foundation** are committed to helping communities across the state weather and reemerge from the COVID-19 crisis. They are working at both state and local levels to ensure all Mississippians are safe and well, and that their essential needs are supported.



## PROVIDING RELIEF

**At a time when families are struggling because of the COVID-19 pandemic, the Blue Cross & Blue Shield of Mississippi Foundation is providing funds to**

**100s OF FOOD BANKS IN ALL  
82 MISSISSIPPI COUNTIES**

**The Foundation's partnership with Mississippi food banks ensures that food is procured, distributed to local pantries and made available to children and adults who need nutritious foods to thrive.**



*"Now more than ever, it is an honor and a privilege for Extra Table to partner with Mississippi's premier health and wellness champion, Blue Cross & Blue Shield of Mississippi Foundation, in order to get good food to the masses in the midst of this pandemic. It is hard for many of us to wrap our minds around hunger. Being hungry. Doing without. Most of us cannot comprehend the need of so many Mississippians on a regular day—much less a day in the COVID-19 crisis. Blue Cross & Blue Shield of Mississippi Foundation is an incredible partner and understands the immediate need to get food to the four corners of our state."*

**— Martha Allen,  
Executive Director, Extra Table**



## PROMOTING VACCINE ADOPTION

As a trusted voice in health care, BCBS Mississippi has been promoting vaccinations across the state, partnering with the Mississippi State Department of Health to educate the public on the vaccine's safety and efficacy.

They have also created tools to help educate Mississippians on how to make vaccine appointments.



## SUPPORTING VULNERABLE POPULATIONS

The pandemic has not only been a health crisis for those with COVID-19 and their families. It has also interrupted critical and preventive care for millions of Americans.

BCBS Mississippi wellness coaches have made more than 5,000 outbound calls to such at-risk members and their families, including those with chronic disease, used tobacco or were considered to have a high risk pregnancy, to check on health and well-being.

# Blue Cross and Blue Shield of Kansas City



Kansas City

When the coronavirus hit Kansas City, the community came together to keep things running and protect one another. **Blue Cross and Blue Shield of Kansas City** (Blue KC) was no exception, acting quickly to provide safe and accessible care, promote stay-at-home efforts, support frontline workers, and feed those in need. Today the health plan is playing a critical role in vaccination efforts across the greater Kansas City area.



## PROVIDING RELIEF

Blue KC donated:

**\$200,000**

to Kansas City Regional COVID-19 Response & Recovery Fund to help address the needs of the most vulnerable.

Partnered with the KC Royals:

**\$25,000** INITIAL  
DONATION

to the Royals Respond Fund which helps organizations care for those most impacted by the pandemic.

Committed nearly:

**\$18M**

in financial relief to support employer groups, members and providers experiencing unexpected financial hardships due to the pandemic.



## IMPROVING VACCINE ACCESS

In addition to extensive public education as one of Kansas City's most trusted names in health care, Blue KC has been supporting frontline efforts to vaccinate and protect its community. They produced and distributed the COVID Vaccine SAFE series, videos featuring local community leaders discussing the safety, efficacy and availability of COVID vaccines.

Blue KC employees have also been volunteering at mass vaccine events, and are expanding efforts into school districts as vaccines become available for younger demographics.



## ADDRESSING INEQUITIES

Blue KC worked with Mid America Regional Council's Community Health Workers (CHWs) to build life-saving programs for members directly affected by COVID-19. The programs addressed complex social needs and provided food, behavioral health support, case management and more.

*"Royals Charities would not have been able to create the Royals Respond Fund, which focused on the needs of our community in 2020, without the generous support of Blue Cross and Blue Shield of Kansas City. The Royals and Blue KC both understand the importance of our community, focusing on its most pressing needs. We cannot thank Blue KC enough for supporting our efforts both on and off the field."*

**- John Sherman, Chairman and CEO | Kansas City Royals**

# Blue Cross and Blue Shield of Nebraska



BlueCross BlueShield  
Nebraska

Blue Cross and Blue Shield of Nebraska (BCBSNE) is responding to the COVID-19 crisis by ensuring its employees are supported and members, providers and others across Nebraska are cared for. In the wake of the pandemic that hit the nation in 2020, BCBSNE's two community relief focus areas have been covering basic needs, including food and safety for its most vulnerable citizens, and supporting frontline health care workers.



## PROVIDING RELIEF

In 2020 and 2021, BCBSNE collaborated with YMCAs across Nebraska and the Central District Health Department to offer:



**20,000 FLU SHOTS TO FAMILIES & COMMUNITY MEMBERS AT NO COST TO THEM**

BCBSNE has also provided masks, supplies, meals and encouragement to employees and families of area schools, hospitals and health departments, as well as to the National Guard.



## IMPROVING VACCINE ACCESS

BCBSNE serves as a trusted voice on vaccine safety and efficacy to the public, and has reached out to **more than 1,000 high-risk members to connect them to vaccine resources.**

Additionally, BCBSNE's affiliated Think Whole Person Health care clinic has administered thousands of vaccinations to the Omaha community.



## ADDRESSING INEQUITIES

BCBSNE joined America's Health Insurance Plans and the Blue Cross Blue Shield Association in a pledge to promote vaccinations for **2 million underserved, at-risk Americans.**

*"We are fortunate to be able to open our doors to the community right now and want to help eliminate any barriers families may have to protecting themselves. It's incredible that Blue Cross and Blue Shield of Nebraska is providing vaccinations, regardless of insurance coverage and, on behalf of YMCAs across the state, I'm proud that we're able to help them do it."*

**—Chris Tointon, Former President and CEO of YMCA of Greater Omaha**

# Horizon Blue Cross Blue Shield of New Jersey



**Horizon Blue Cross Blue Shield of New Jersey** (Horizon) contributed \$4.35 million in response to the COVID-19 outbreak, including a \$2 million donation to the New Jersey Pandemic Relief Fund to support critical social issues including food insecurity. Its charitable arm, **The Horizon Foundation for New Jersey**, awarded \$816,000 in grants to support food insecurity, basic needs and mental health programs. Employee volunteers donated nearly 500 hours of service at The Community Food Bank of New Jersey sorting and packing food boxes.

In addition, more than 70 doctors, nurses, pharmacists and health clinicians, who are Horizon employees, answered Governor Murphy's Health care Professionals Call to Serve.

Visit [HorizonBlue.com/covidstory](https://HorizonBlue.com/covidstory) to watch our short videos.



## PROVIDING RELIEF

**Horizon donated:**

**\$100,000** & **\$60,000**

TO THE COMMUNITY  
FOODBANK OF NEW JERSEY

TO THE JEWISH FAMILY  
SERVICE OF ATLANTIC AND  
CAPE MAY COUNTIES

## KEEPING HEALTH CARE WORKERS SAFE

To help address the serious shortage of critical personal protection equipment needed by frontline health professionals in the early response to the COVID-19 pandemic, Horizon spent **\$2.35 million to donate 500,000 N95 respirator masks and 81,000 face shields** to Governor Murphy's coordinated response effort. This has been the largest single donation made by Horizon in its nearly 90-year history.

## ADDRESSING INEQUITIES

Horizon joined American's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association in a pledge to promote vaccinations for **2 million underserved, at-risk Americans**.

In partnership with Rite Aid and faith-based organizations, Horizon worked in communities with high COVID-19 mortality rates to schedule vaccine appointments.

*"Horizon has been one of the only companies that has been in our warehouse consistently since we first allowed corporate volunteers back in the building late last spring, as well as making regular visits to our Egg Harbor Township location. Their help makes such a difference, and we look forward to their next visit."*

— Carlos Rodriguez, President and CEO, Community FoodBank of New Jersey

## IMPROVING VACCINE ACCESS

Horizon supported the New Jersey Department of Health's efforts to test and schedule vaccine appointments in areas with high rates of positive COVID-19 cases.

**Excellus BlueCross BlueShield** (Excellus BCBS) has been tirelessly committed to supporting its members and community through the COVID-19 public health crisis. In addition to extensive funding for non-profit partners, Excellus BCBS has supported public health efforts and launched widespread campaigns to provide the upstate New York region with a trusted source of education and reassurance through the pandemic.



## PROVIDING RELIEF

Excellus BCBS funded more than

**\$120,000** IN COMMUNITY HEALTH AWARDS TO 35 NON-PROFITS

positively influencing community health. They also provided executive support to the University of Rochester Medical Center's Medical Center's Monroe Crisis Team, helping direct support and resources for those in need.

*"Part of our mission is to help people in our communities live healthier and more secure lives, and to do so, we have a responsibility to partner with and support organizations that are addressing the social determinants of health and improving health outcomes for our most vulnerable members. It's just one way we are keeping our promise to stand with our communities and use our privilege and resources to effect positive change."*

**- Sady Alvarado-Fischer,  
Excellus BCBS corporate director  
of diversity, equity & inclusion**



## RAISING VACCINE AWARENESS

With a wide availability of education resources made available by the CDC and NYS Department of Health, and a high rate of vaccination in New York state, our awareness and education efforts continue with ongoing outreach about relevant topics, including the delta variant, booster shots, and getting the COVID-19 and flu vaccine in tandem.

We continue to publish relevant COVID-19 resources and information on our website, and automated second-dose outbound call reminders continue, with over 84,000 calls made by the Health Plan to date.



## ADDRESSING INEQUITIES

Excellus BCBS provided 2021 Health Equity Award funding to 18 nonprofit, 501(c)(3) organizations in its 39-county upstate New York service area. The awards represent more than \$388,000 in financial support the company is providing to community programs that address racial and ethnic health disparities across upstate New York.

Recognizing structural racism as a driving force of health inequities and a barrier to its goal of health equity, Excellus BCBS invited organizations to apply for awards of up to \$30,000 each to help fund programs that aim to improve health equity in communities of color,



especially within Black and Latino communities. These communities continue to suffer from a higher burden of health inequities and social disadvantages due to racism and discrimination.

# Blue Cross and Blue Shield of North Carolina



BlueCross BlueShield  
of North Carolina

**Blue Cross and Blue Shield of North Carolina** (Blue Cross NC) and the Blue Cross NC Foundation (The Foundation) are committed to improving the health and well-being of everyone in North Carolina by providing support for organizations improving access to food and other critical community needs during COVID-19. They continue to push long-term solutions and investments to remove barriers to drivers of health like shelter, access to health care, food security, and transportation.



## PROVIDING RELIEF

Blue Cross NC invested more than:

**\$7M** ACROSS THE STATE &

in direct COVID-19 relief to help North Carolinians access nutritious food and other wellness essentials, provide support for community centers and crisis relief organizations, and help the state acquire protective equipment.

Blue Cross NC Foundation provided:

**\$7.5M** IN COVID-19 RELIEF FUNDING

ensuring the organizations supporting local communities could fulfill their essential missions, which ultimately led to 89 grants for \$2.4 million to support their grantees and mitigate the impact on communities most affected.



## ADDRESSING INEQUITIES

Blue Cross NC is utilizing owned communications channels to educate and build trust in the vaccine, with a focus on communities of color with historically founded mistrust in the medical system. They also joined the Vaccine Community Connectors pledge to promote vaccinations for **2 million underserved, at-risk Americans**.



## IMPROVING VACCINE ACCESS

Blue Cross NC and the Foundation made a \$500,000 investment with Ride United NC, covering the cost of 10,000 round-trip rides to vaccination appointments across the state for communities of color, seniors and uninsured individuals.



They also spearheaded a coalition of diverse public and private philanthropic, government and business partners to complement, support and amplify the state's ongoing efforts to address COVID-19 and vaccine distribution. Efforts include paid promotion, trainings, donations and educational materials.

As the pandemic continued, the Foundation made an additional \$5M investment focused on addressing food insecurity in NC's most under-resourced and marginalized communities, while deepening their commitment to racial equity investments and identifying and supporting the ongoing emergency food work of Black, Latino, and American Indian-led and serving organizations.

# Blue Cross and Blue Shield of North Dakota



Blue Cross Blue Shield of North Dakota (BCBSND) and the BCBSND Caring Foundation have been expanding support to sustain and recover the health of their members and communities since the start of the coronavirus pandemic. In addition to generous grants to meet the most critical needs of North Dakotans, they have served as a trusted voice through uncertain times and led critical vaccination efforts throughout the state.



## PROVIDING RELIEF

The BCBSND Caring Foundation provided:

**\$150,000 IN COMMUNITY INVESTMENTS**

with an emphasis on food insecurity and the Great Plains Food Bank's efforts to increase emergency food assistance across the state.



GREAT PLAINS  
FOOD BANK

&

BCBSND Caring Foundation partnered with North Dakota Rural Electric Cooperative Foundation to bring accessible and healthy food options to Walsh County through the Rural Access Distribution Cooperative.

Expanded delivery options have been scheduled throughout the county along with the installation of climate-controlled grocery locker systems in Fordville and Adams, creating a safe and secure option for community members to receive locally sourced and produced products they order using an online purchasing platform.



## SUPPORTING VACCINE ACCESS

BCBSND joined an unprecedented partnership between the state and all its health insurers to manage mass vaccination efforts in a unified way.

They are also supporting physician efforts to encourage vaccination, launching vaccine adoption campaigns across the state.



## ADDRESSING INEQUITIES

BCBSND joined America's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association in a pledge to **promote vaccinations for 2 million underserved, at-risk Americans** – including the many rural communities it serves.



*"People who never needed help before came to us. They were so appreciative. They were in tears. They wanted to hug us. It's things like that that stuck with me and kept me going. Together with support from Blue Cross and Blue Shield of North Dakota, we were able to do the right thing and get through even the worst days."*

– Melissa Sobolik, President, Great Plains Food Bank of North Dakota



In the wake of the COVID-19 crisis, **Capital Blue Cross** doubled down on their commitment to the health and wellbeing of the members and communities they serve. From supplying health care workers with protective equipment to bringing vaccine sites to underserved and often overlooked communities, they have been supporting the recovery of Central Pennsylvania and the Lehigh Valley.



## PROVIDING RELIEF

### At the height of the pandemic, Capital Blue Cross:

Created a **Rapid Response Fund** to assist non-profits in addressing the immediate needs of their communities

Immediately shipped **3,750 hand sanitizers** from existing stock to 25 non-profits that serve the public on a regular basis

Supplied local health care providers with **personal protective equipment (PPE)**

**Provided support and guidance to the underinsured** and to those who lost their insurance due to the pandemic.



## SUPPORTING VACCINE ACCESS

Capital Blue Cross deployed its employees as volunteers at vaccination sites throughout its service area, partnering with RiteAid to **provide more than 10,000 vaccinations** at a Capital Blue Cross or community organization location. The insurer also made outreach to connect members to vaccine providers at a time when vaccines were not yet easy to schedule.

## ADDRESSING INEQUITIES

Capital Blue Cross identified underserved areas with low vaccination rates and organized vaccines clinics in partnership with other community organizations.

They also supported local non-profits in bringing virtual care to those uninsured or underinsured and provided bus passes for homeless populations at shelter vaccination sites.



*"Providing access to high-risk and underserved Latinos is our mission and key to our success. This collaboration allowed us to do just that: keep a local, community-focused COVID vaccine clinic in the heart of Lancaster, PA, during the pandemic. We couldn't have done it without Capital Blue Cross."*

– Sandra Valdez, Chief Operating Officer, Spanish American Civic Association



**Independence Blue Cross** (Independence BC)’s mission to enhance the health and well-being of the people and communities it serves was tested as the COVID-19 public health crisis hit Greater Philadelphia. As a prominent and trusted leader in the region, they served not only as a health insurer, but also as a reassuring voice to the public, partner to state and local governments, and advocate for those most impacted by the pandemic. In addition, the Independence Blue Cross Foundation (IBC Foundation) continued to serve as a supporter of non-profits who care for our neighbors in need.



## PROVIDING RELIEF

### IBC Foundation:

Was a lead donor to the PHL COVID-19 Fund, which **supports vulnerable populations** and helps shore up community safety nets, such as food pantries and health services.

### Independence BC:

Partnered with the city to **raise awareness of public mental health resources** and raise awareness around growing cases of anxiety and depression.

### IBC Foundation:

Served as a leader in promoting equitable access to COVID-19 vaccinations by working with non-profits in southeastern PA to reach under-resourced communities and awarded nearly

**\$1.3M IN CHARITABLE GRANTS TOWARD THE EFFORT**



*[Funding from the IBC Foundation] allowed us to sustain our clinical operations during the project year, an undertaking that has been considerably more costly during the pandemic. PPE for all staff, storage for PPE and other safety equipment, enhanced cleaning services, cleaning supplies, and other expenses are now part of our normal operations. Your grant is helping us to meet these necessary costs during a year when insurance reimbursement revenue has been down.”*

— LeeAnn Riloff, B.S., Director of Development LCH Health and Community Services



## IMPROVING VACCINE ACCESS

Independence BC was instrumental in launching vaccination sites across their service area to help vaccinate thousands of residents. These efforts include starting a mass vaccine initiative in collaboration with Rite Aid, outreach to eligible members and providing one-on-one assistance setting up appointments. They also transformed their customer experience center into a vaccination site, vaccinating up to 500 people per day. Additional vaccination clinics were created in partnership with Centennial Pharmacy Services and Keystone First.



## ADDRESSING INEQUITIES

Independence BC joined America’s Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association in a pledge to **promote vaccinations for 2 million underserved, at-risk Americans**. As part of this work, they supported the city’s FEMA vaccination sites to vaccinate its most underserved, under-vaccinated regions.

The IBC Foundation provided space and support for many community initiatives, including the All Faiths Vaccine Campaign promoting equitable access to vaccines in Black and Brown communities. They also stepped forward as one of the region’s first and strongest supporters of the Black Doctors COVID-19 Consortium, which has vaccinated tens of thousands of people in the region.

# Highmark Blue Cross Blue Shield



In the wake of the coronavirus pandemic, **Highmark Blue Cross Blue Shield** (Highmark BCBS), the Highmark Foundation and the Highmark Health enterprise were critical partners to both community organizations and state and local governments in Delaware, New York, Pennsylvania and West Virginia. They have quickly managed change to help their members, communities and provider partners weather the crisis and move toward recovery.



## PROVIDING RELIEF

Highmark BCBS provided more than

**\$6.4M** IN DIRECT SUPPORT THROUGHOUT  
THEIR SERVICE AREAS

to help alleviate food insecurity, to provide access to vital services and resources and to strengthen community health centers and safety net providers.

Working with Allegheny Health Network, their owned delivery system, Highmark BCBS took immediate action to support health systems and provider practices in efforts to ramp up capacity, secure supplies, manage their financials, and take care of patients and caregivers.



## SUPPORTING VACCINE EFFORTS

In partnership with the Pittsburgh Pirates, Highmark BCBS helped turn PNC Park into a mass vaccination site for thousands in the Pittsburgh area.

They also turned their major Highmark clinics into points of distribution for further vaccinations across their service area and deployed their clinically qualified employees to distribute the vaccine.



## ADDRESSING INEQUITIES

Highmark BCBS joined the Vaccine Community Connectors pledge to **promote vaccinations for 2 million underserved, at-risk Americans**.

They also partnered with Latino Connections to vaccinate 600 farm workers across Pennsylvania. In addition, they partnered with faith-based organizations serving the African American community and senior living facilities and deployed mobile clinics to administer the vaccine in urban and underserved areas.



*"The Highmark Foundation was one of the first organizations to provide Metro Community Health Center with support in the early days of the COVID-19 pandemic. Their support and generosity was vital in allowing Metro to ensure the continuity of care for all of our patients, increasing access for our patients, as well as in implementing COVID-19 testing in our health center and within the communities we serve."*

— Metro Community Health Center

From the onset of the pandemic, **Triple-S Salud** (Triple-S), Triple S Advantage and the Triple-S Foundation have been supporting members and the Puerto Rican community as they recover from the COVID-19 crisis. Critically, they are engaged in ongoing efforts to formulate and support public policy that effectively addresses the crisis while also promoting education among key stakeholders and the public to counter the spread of the virus.



## PROVIDING RELIEF

**Triple-S is taking a comprehensive approach to expand relief efforts—particularly to address the distribution of food to vulnerable populations as well as address emotional well-being through virtual workshops available for the general population.**

**Triple-S Foundation supported the community through a \$250,000 grant distributed among ten organizations including:**



Feeding  
the elderly  
& First  
Responders



Contributed to the largest food bank in Puerto Rico and supported vaccine efforts.



## ADDRESSING INEQUITIES

The senior population in Puerto Rico represents 21% of the population and a sizable proportion of them are chronically ill. To meet their needs, Triple-S launched Contigo Cuidador, (Supporting Caregivers), an initiative to provide family members who care for sick elderly with workshops that support them in five key areas: self-care, patient care, legal aspects, use of technology and financial aspects. To provide these ongoing workshops, the Triple-S Foundation has partnered with the Alzheimer Association, Banco Popular, Salus Clinic, Mi Gente Grande, Esperanza para la Vejez, the Parkinson Foundation, CAP Foundation, OPAPA and Carlos Albizu University. Since its launch in 2020, Triple-S has provided 64 workshops in which more than 1,000 caregivers have participated.



## IMPROVING VACCINE ACCESS

Triple-S worked to expand vaccination efforts in the community with VOCES, the leading nonprofit organization that promotes vaccination in Puerto Rico. As part of the Medicaid and Medicare Advantage Products Association of Puerto Rico, an organization that includes the six leading health plans, Triple-S led and participated in a campaign to schedule vaccine appointments for Medicare members. Puerto Rico has achieved one of the highest vaccination rates in the country thanks to a multiplicity of efforts by numerous public and private organizations.

*"Triple-S is a great ally for VOCES. Their support and solidarity has been vital to bring education and vaccination to remote and vulnerable communities, particularly during this pandemic. Thanks to their donation of resources and services, we have been able to print educational materials, provide water, chairs, tables and tents for our vaccination events around the entire island. The commitment with health and willingness to serve our people was transformed into action, which distinguishes their commendable mission and social responsibility."*

**- Lilliam Rodríguez Capó, CEO & Founder of VOCES Immunization and Health Promotion Coalition of Puerto Rico**

# Blue Cross & Blue Shield of Rhode Island



**Blue Cross & Blue Shield of Rhode Island** (BCBSRI) has been supporting and sustaining its statewide community through the COVID-19 crisis from the earliest days of the pandemic. The health insurer quickly moved to cover COVID-19-related health services, communicate timely and reliable information to all, and play a lead role in helping businesses, members, health care providers, and not-for-profit organizations navigate unprecedented times.



## PROVIDING RELIEF

BCBSRI was an early supporter of the United Way of Rhode Island and Rhode Island Foundation COVID-19 Response Fund, which collectively provided:



United Way of Rhode Island

MORE THAN \$7M TO 181 COMMUNITY ORGANIZATIONS

Other areas of focus for BCBSRI include: behavioral health, PPE donations to front-line workers, first responders and homeless residents. BCBSRI associates also volunteered with Meals on Wheels and made donating need blood a priority. BCBSRI also provided additional ways for their employees to engage and assist with community relief efforts.



## SUPPORTING VACCINE ACCESS

In addition to extensive public education efforts, BCBSRI has been using its Our Blue Bus and Your Blue Stores to run vaccine clinics and help members connect to vaccine sites and resources.

They are also supporting the state's largest health system in hosting vaccine clinics.



## ADDRESSING INEQUITIES

BCBSRI has partnered with the Rhode Island Department of Health to better understand the needs of underserved communities and uncover ways to support them. They have also joined the Vaccine Community Connectors program, a pledge to **promote vaccinations for 2 million underserved, at-risk Americans.**

*"Blue Cross & Blue Shield of Rhode Island was an instrumental partner in launching a COVID-19 Response fund ensuring that our nonprofits could access the resources needed to care for their communities. As the pandemic raged on, BCBSRI continued to be a beacon of support providing their talents and resources in support of those most in need. United Way of Rhode Island is incredibly grateful for their leadership and generosity throughout the COVID-19 pandemic."*

**– Cortney Nicolato,  
President & CEO,  
United Way of Rhode Island**

The COVID-19 pandemic reached South Carolina in March 2020. Immediately, **BlueCross BlueShield of South Carolina** (BlueCross) and its Foundation, stepped up in different ways to support their members, providers, and communities with much needed funds, hours of volunteerism, expanded care and more.



## PROVIDING RELIEF

### Contributed

**\$1.6M** TO COMBAT FOOD INSECURITY FOR HOMEBOUND OLDER POPULATIONS

In a 12-week period, 10,324 seniors received a total of 237,420 meals in 15 counties statewide.

### Provided:

**5,700** CATERED MEALS TO MEALS ON WHEELS RECIPIENTS

BlueCross employees wrote letters of encouragement that were distributed along with the meals.

BlueCross provided funds to local organizations to put toward their pandemic efforts:

**\$20,000 & \$100,000**

to the  
**Salvation Army**

for their COVID-19 Relief Funds to help residents meet basic needs like food, shelter, rent and utilities due to lost wages.

to **United Way of the Midlands**

**\$150,000**

to **American Red Cross**  
for antibody testing and for storm disaster recovery to affected areas in upstate South Carolina.

**\$500,000**

to **the Central Carolina Community Foundation**

for their One SC Fund for food assistance. Donations provided essential goods and services to more than 600,000 people.



## ADDRESSING INEQUITIES

The company **made an \$8 million commitment** to the state's six private four-year historically Black colleges and universities (HBCUs) to help with student scholarships, immediate financial needs, technology support and operational costs.

Most funding supported specific priorities identified by the institutions themselves. These priorities benefitted more than 6,300 students and the faculty that serve them.



## SUPPORTING VACCINE EFFORTS

BlueCross collaborated with the Charleston County Medical Society to provide 300,000 pieces of personal protective equipment to independent physicians in South Carolina.

Plus, 980 catered meals were provided to Prisma Health, Providence Hospital and Lexington Medical Center frontline staff, while 143 employees volunteered at vaccine centers across the state in 2021.

*"When South Carolina's seniors were most vulnerable and the food systems were disrupted during the early stages of the pandemic, BlueCross responded immediately to ensure seniors had safe access to the food they needed to stay healthy.*

*Its quick, decisive and bold support for senior nutrition brought smiles behind the masks of seniors around the state."*

**– Andrew Boozer, Executive Director, Senior Resources**

BlueCross BlueShield of Tennessee (BCBST) and the BCBST Foundation have been passionately leading the work to help their statewide community weather and recover from the COVID-19 pandemic, addressing food insecurity, supporting the front lines, investing in relief efforts and taking steps toward reduced health care inequality. BCBST was also the first major insurer to commit to covering in-network telehealth services on an ongoing basis throughout the pandemic.



## PROVIDING RELIEF

### Our Foundation has provided:

**\$5M** TO MULTIPLE FOOD BANKS  
ACROSS THE STATE

Food banks can often purchase supplies at a much lower cost than individuals can, stretching to provide as many as four meals for each dollar they receive in cash donations.

& **\$50,000** TO PAY IT FORWARD  
MID-SOUTH CAMPAIGN

to assist Memphis-area restaurant and hospitality workers impacted by the pandemic.



## SUPPORTING VACCINE EFFORTS

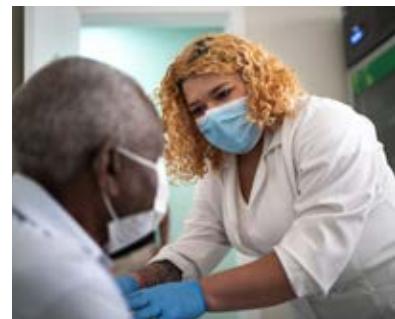
The BCBST Foundation awarded **\$1.7M** in grants to help Tennessee communities promote and support vaccinations. BCBSTN has partnered with over 130 organizations to date to advance vaccination efforts, including churches, community service organizations and state government entities.

Other efforts include sending clinical volunteers to vaccine sites to help distribute vaccines and funding medical-grade freezers to help store vaccines for distributors.



## ADDRESSING INEQUITIES

BCBST has made extensive efforts to address inequities across Tennessee. The BCBST Foundation donated a combined total of **\$125,000** to the City of Memphis and Hamilton County for increased testing for uninsured residents; partnered with Meharry Medical College to uncover data-driven approaches to address vaccine hesitancy in Black communities; and are using claims data overlayed with social data to better serve vulnerable communities.



*"Getting nearly 700,000 Shelby County residents vaccinated to reach herd immunity by June is a monumental task. This generous gift from the BCBST Foundation to the City of Memphis will go a long way towards getting the word out about why and how to get vaccinated to the hardest to reach in our community."*

— Memphis Mayor, Jim Strickland



As Vermont's only local, non-profit health plan, **Blue Cross and Blue Shield of Vermont** (Blue Cross) has a passion and purpose to make reliable, high-quality health care available to improve the well-being of all Vermonters. That is why they have been standing beside their members, communities and provider partners since the pandemic's start and in 2021 helped push Vermont to be a leader in state vaccination rates to date.



### PROVIDING RELIEF

**Blue Cross supported the Vermont Department of Health's efforts to secure COVID-19 tests and make them widely available across the state.**

**Additionally, at the health insurer's encouragement, Blue Cross employees have been volunteering as members of the state's medical reserve corps and in community call centers as needed throughout the pandemic.**



### SUPPORTING VACCINE EFFORTS

Blue Cross has continuously served as an advisor to the Vermont Department of Health, supporting their evolving response to the pandemic.

In addition to extensive public education efforts to communicate vaccine availability and safety, they sent employees to staff vaccine clinics, handling both administrative and clinical duties.



### ADDRESSING INEQUITIES

The insurer joined America's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association in a pledge to promote vaccinations for 2 million underserved, at-risk Americans.

They are also working with the Vermont Department of Health to reach its members with disabilities that make it difficult to travel and those who are homebound, arranging for them to be vaccinated at home.

*"Vermont has been a leader in vaccinations and is now close to 80% vaccinated with at least one dose. This would not have happened without the assistance of businesses such as Blue Cross and Blue Shield of Vermont. The saying goes 'it takes a village,' this is so true."*

**— Charon Goldwyn,  
Director of Operations,  
Vermont Department of Health**

Throughout the coronavirus pandemic, **Blue Cross Blue Shield of Wyoming** (BCBSWY) has been a keystone of support for the members and communities it serves. The health insurer has been addressing food insecurity as well as urgent health and safety needs in response to the crisis.



## PROVIDING RELIEF

**The COVID-19 pandemic has been responsible for some of the country's highest levels of food insecurity in decades, and in some of Wyoming's most remote areas, the closest grocery store might be a 20-mile drive from home.**

**To help support these families facing unprecedented food security issues, BCBSWY has been an active support system in the state by addressing childhood hunger with increased funding to support at-risk families.**



## SUPPORTING VACCINE EFFORTS

BCBSWY has partnered with hospitals, medical societies and health plans to launch media campaigns educating the public about the COVID-19 vaccine.

They also reached out to thousands of high-risk members, encouraging them to get the vaccine.



## ADDRESSING INEQUITIES

In addition to joining the Vaccine Community Connectors pledge to **promote vaccinations for 2 million underserved, at-risk Americans**, BCBSWY funded grants to the Wind River Development Fund to help both Shoshone and Arapahoe Tribal members find transportation to and from medical appointments, including COVID testing and vaccinations.

*"Wyoming is incredibly lucky to have business leaders like Blue Cross Blue Shield of Wyoming who have, over the course of the pandemic, led the pack in terms of identifying need and taking care of our Wyoming neighbors in need. Thanks to Blue Cross Blue Shield of Wyoming, anti-hunger organizations in every Wyoming county were able to keep enough resources in stock to provide for anyone in need. Blue Cross Blue Shield of Wyoming is a true hunger hero in our state!"*



Premera Blue Cross (Premera) was one of the first health plans in the country to be faced with COVID-19 in February 2020. They were quick to shift their coverage, policies, corporate giving, and volunteer efforts to support their members, employers, providers and communities throughout the crisis and have continued this work as vaccines have become available.



## PROVIDING RELIEF

Premera's Social Impact program delivered:

**\$6.5M** IN GRANTS TO THEIR  
NON-PROFIT PARTNERS

working to provide critical health  
and human services throughout  
the pandemic.

Premera was  
among VEI's  
first corporate  
sponsors  
contributing:



**\$150,000**



## IMPROVING VACCINE ACCESS

In addition to extensive public education campaigns, Premera partnered with Seattle Metropolitan Chamber of Commerce, QFC and Business Health Trust to host vaccine clinics at their corporate campus. Organizers worked with more than 20 community partners serving populations who have faced historic and ongoing exclusion, as well as seniors, to support equitable access for appointments. They also sent volunteers to local vaccine clinics across their service areas.

Premera is partnering with the Seattle Kraken to host vaccine clinics throughout the inaugural season of Seattle's first NHL team. All guests attending games and events at Climate Pledge Arena, the home of the Seattle Kraken, will have to provide proof of vaccination. The first two clinics were held at the Kraken's jersey launch event.

## ADDRESSING INEQUITIES

Premera joined America's Health Insurance Plans (AHIP) and the Blue Cross Blue Shield Association in a pledge to **promote vaccinations for 2 million underserved, at-risk Americans**. They also joined community and philanthropy leaders across Washington state to launch a new initiative to ensure equitable COVID-19 vaccine access for BIPOC (Black, Indigenous, and People of Color) communities disproportionately impacted by the pandemic.

As part of a shared commitment to ensuring equitable access to COVID-19 vaccines, Premera and Walgreens are hosting community vaccine clinics in Washington state. The clinics offer the Pfizer vaccine free of charge, and appointments are not required.

*"Thank you for all that you do. For everything, you have done to help us during this time. We have been able to distribute everything that the Yakima Valley Needs program has helped with. We have been able to bring food and provide basic necessities. We were given gas cards on Friday and our staff is able to fill their tanks and continue to see patients. We have been able to get baby wipes when we weren't able to purchase them anywhere. You all have made this possible. We are so grateful. I mean that. Thank you so much for this generous grant. It will go right into use and help every one of our patients and their families. Thank you."*

— Heartlinks Hospice  
and Palliative Care



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Published in 2021 by the Blue Cross Blue Shield Association,  
an association of independent Blue Cross and Blue Shield companies.  
All data as of June 30, 2021, unless otherwise noted.