



Committed to Maryland



At UnitedHealthcare, we serve millions of Americans, many of whom contend with complex medical conditions on top of a daily struggle to make ends meet. That is why we are united behind our mission: to help people live healthier lives and make the health system work better for everyone.

We live here. We work here.

We are dedicated to providing state partners and the people we serve with practical innovation, accountable performance and quality in everything we do. We serve more than **808,000 individuals** in Maryland, including nearly **155,000 Medicaid members**. We contract with more than **27,000 providers** and **72 facilities** and employ a diverse workforce of more than **3,300 people** across Maryland with varied backgrounds and extensive practical experience.

We leverage our strong local presence, national footprint and enterprise experience to drive local solutions that meet the needs of unique communities. We are dedicated to working collaboratively toward improving health outcomes, reducing health disparities and delivering top value to taxpayers. To do that, we incorporate the following operating principles.

Improving health equity across the communities we are privileged to serve.

- Identify and address system inequities, including the impact they have on underserved populations.
- Eliminate barriers to care and address health disparities.
- Support a modernized Medicaid program that brings together community-based organizations to address Social Determinants of Health and deliver culturally relevant care.
- Member outreach to increase access to COVID-19 testing and vaccinations during the pandemic.



“It is our privilege to work within the Maryland healthcare system and the Maryland Department of Health to help people live healthier lives. Our goal is to help make the health system work better for the state, care providers, community organizations and the people that we serve.”

Kathlyn Wee
CEO — UnitedHealthcare
Community Plan of Maryland



Multicultural Health Care Distinction

The National Committee for Quality Assurance (NCQA) awarded UnitedHealthcare Community Plan of Maryland with its Distinction in Multicultural Health Care. Multicultural Health Care recognizes organizations that lead the market in providing culturally and linguistically sensitive services, and working to reduce health care disparities.

Leading a member-driven approach to improving care.

- Engage members in accessing appropriate care and respond to urgent issues impacting public health in the communities we serve.
- Drive innovative network management through value-based relationships that improve the member and provider experience.
- Achieve better outcomes to improve care quality and deliver value for our state partner.

Extending our commitment to social responsibility to help achieve Maryland population health goals.

- Develop services and partnerships to better serve Maryland recipients of government programs.
- Meaningfully improve the communities we serve through increased community integration.

At UnitedHealthcare, we provide our State partners and the people we serve with practical innovation, accountable performance and quality in everything we do.

We continually drive innovative ways to address the challenges that our members face. Using different data sources and tools to improve our approach, we maintain and improve quality through practical and creative problem-solving, rooted in quality-improvement science.

Maryland Health Benefit Exchange

We began offering health plans on the Maryland Health Connection in 2021. Our plans deliver free telehealth and primary care visits, as well as low Rx co-pays to increase access to preventive care.

Empowering Health Grants

More than **\$1 million** provided to help the following eight community-based organizations provide critical aid and resources to the communities in Maryland that need it most:

- Capital Area Food Bank
- Meals on Wheels of Central Maryland
- Pressley Ridge
- House of Ruth
- The Family Tree
- Mary's Center
- The Parents' Place of Maryland
- TasteWise Kids

FQHC Transformation Pathways Program

Federally qualified health centers (FQHCs) play a critical role in serving our members. But COVID-19 has brought new challenges to these centers, leaving many struggling to provide care during the national public health emergency.

To help these centers address the crisis and build capacity for their long-term sustainability, UnitedHealthcare launched the FQHC capacity building Transformation Pathways Program. The program has invested \$20 million in over 300 health centers in 22 states, including **more than \$732,000 invested in nine Maryland FQHCs.**

In addition to this program and other initiatives to support our members and provider partners in Maryland, UnitedHealthcare Community Plan has donated more than **260 healthy food deliveries** to high-risk members, **90,000 surgical masks** to FQHCs, **14,400 reusable cloth masks** and **5,000 units of hand sanitizer** to FQHCs and community partners, and **10 computers** to families through the Northwest Faith-Based Partnership.



We welcome your questions, comments and feedback as we remain committed to improving the health of Marylanders. For more information about UnitedHealthcare Community Plan of Maryland, contact:

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